

Oklahoma Health Care Authority

**Consumer Assessment of
Healthcare Providers and Systems (CAHPS®)
Health Plan Survey Child Version**

**SoonerCare Choice
Member Satisfaction Survey**

Final Report



Survey for July 1, 2011, to December 31, 2011

Report Submitted September 2012

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Final Report

Background

To evaluate SoonerCare Choice member satisfaction with service encounters, the Oklahoma Health Care Authority (OHCA) contracted with Telligen, the Oklahoma External Quality Review Organization, to conduct the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 4.0 Medicaid Child Member Satisfaction Survey. This survey focused on the pediatric SoonerCare Choice population, asking parents or guardians of children 17 years and younger questions regarding satisfaction with their child's health care and treatment. OHCA also requested that Telligen include in the CAHPS® Child Survey the supplemental set of questions for children with chronic conditions.

Objectives

The objective of the CAHPS® Child Survey was to capture accurate and complete information about consumer-reported experiences with SoonerCare Choice. The survey aims included the following:

- Evaluate member satisfaction
- Measure how well the plan met members' expectations and goals
- Determine areas of service having the greatest effect on members' overall satisfaction
- Identify areas of improvement regarding the quality of provided care
- Review the experience of children with chronic conditions

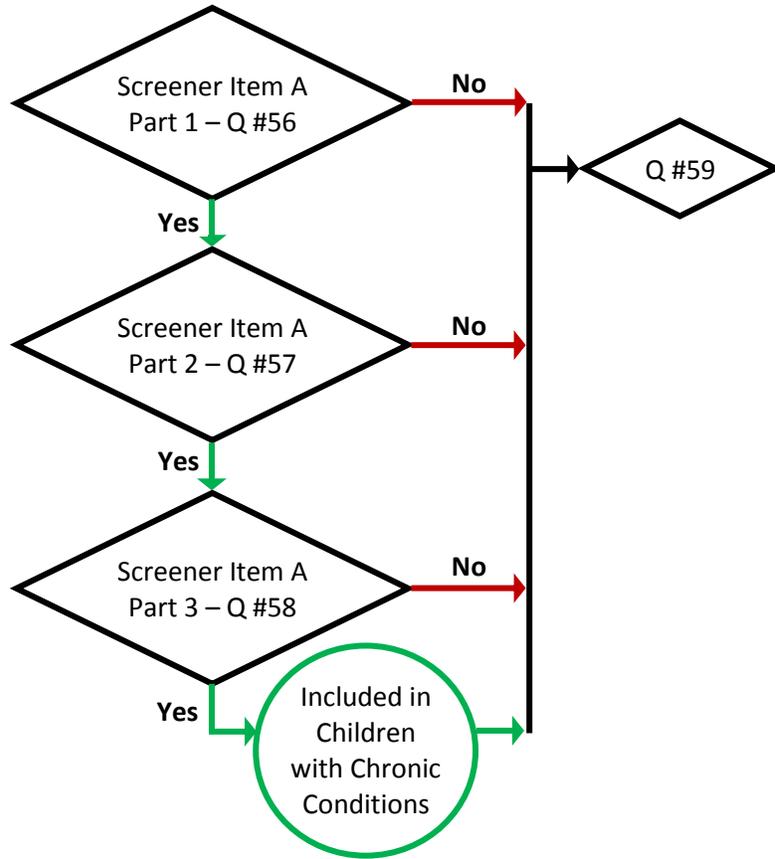
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Based on the CAHPS® Survey Administration Guidelines the *Children with Chronic Conditions Item Set* was incorporated into the CAHPS® Child Survey. This item set identifies children who have chronic conditions, assesses their experiences with the health care system, and provides an opportunity to compare their experiences to those of children without chronic conditions. In order to identify children with special health care needs, CAHPS® considers the health care related consequences of children with chronic conditions rather than specific conditions or diseases. This approach follows the Maternal and Child Health Bureau's definition: "Children with special health care needs are those who have a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond that generally required by children" (McPherson, et al., 1998). While children with chronic conditions are not identified for analysis by certain conditions or diseases, CAHPS® indicated certain diagnoses should be used in pulling the survey sample to ensure a robust sample of children with chronic conditions.

There are two groups of questions in the *Children with Chronic Conditions Item Set*, 24 supplemental survey questions and five screener items to identify children with chronic conditions. The supplemental questions address access to prescription medications, access to specialized services, family centered care and coordination of care and services. The responses to the screener questions are evaluated after the survey is completed to facilitate the analysis of children with chronic conditions.

Each of the screeners is composed of two or more parts. If all parts of at least one screener are answered "yes", the child is included in the children with chronic conditions group.

If the respondent answers any part of the screener “no”, the remaining parts of that screener are not completed. For example, question #56 of the survey is the first part of a screener. This question asks, “Does your child currently need or use medication prescribed by a doctor (other than vitamins)?” If the answer is “yes”, the respondent moves to question #57, the second part of



the screener, which asks, “Is this because of any medical, behavioral, or other health condition?” If the answer is “yes”, the respondent moves on to the final part of the screener, question #58, which asks, “Is this a condition that has lasted or is expected to last for at least 12 months?” If the response is “yes”, the child qualifies as a part of the group of children with chronic conditions. If any of these responses were “no”, the respondent would move on to question #59, skipping the remaining parts of the screener, and the child would not be included in the group of children with chronic conditions unless another screener was positive. The number of children who meet the screener criteria will be the denominator for calculations of quality measures for children with chronic conditions.

Methodology

Eligibility Criteria

Following CAHPS® guidelines, the sample size was calculated to be 1,850 members. Telligen used the enriched sampling approach defined by CAHPS®, which included members who were more likely to be considered children with chronic conditions (CSRK 2008). This approach was chosen in order to support the goal of obtaining at least 600 total responses, at least 300 responses from the group of children with chronic conditions and at least 300 from the group of children without chronic conditions. Members eligible to be drawn into the sample of surveyed individuals met the following criteria:

- Aged 17 years old or younger as of December 1, 2011,
- Enrolled in SoonerCare Choice on December 31, 2011, and
- Enrolled in SoonerCare Choice for at least 153 days during the measurement period.

Survey Administration Details

Per the CAHPS® Survey Administration Guidelines for the CAHPS® Child Survey, a questionnaire was prepared with both the core items and the *CAHPS® Item Set for Children with Chronic Condition* (CSRK 2008). The complete survey included 82 questions. Telligen followed a seven wave mixed survey administration methodology, utilizing mail and telephone.

In the first mailing, hard copies of the survey were sent to the parents or guardians of the sampled pediatric SoonerCare Choice members. The mailing included a detailed cover letter with special instructions to the respondent describing the purpose of the survey and

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instructions for return. A postage paid return envelope was also included to encourage participation. A postcard reminder followed this initial mailing. Respondents not returning the survey within two weeks from the original mailing received a second copy of the questionnaire. A second follow up postcard reminder was sent if the survey was still not returned. Surveys were then conducted by telephone for those who had not returned a questionnaire by mail. A tracking log was maintained to ensure only one survey was administered per household.

A team of interviewers was carefully instructed before they began the telephone interview process. This included a thorough review of the survey process to maintain consistency in following protocol as well as positive and neutral interactions. Completed surveys were documented at the time of the call in the tracking log. Phone outreach was conducted at different times of the day and on different days of the week, including Saturdays, to increase the opportunities for respondents to complete the survey. Up to three separate phone call attempts were made to reach the parent or guardian of the pediatric SoonerCare Choice member. Interpreters were made available to any non-English speaking member through use of a translation service.

Data Collection and Analysis

Survey responses collected by mail and telephone were systematically entered into a central database. Once the survey collection period ended the statistical analysis software SAS® was used with the *CAHPS® Analysis Program* to complete the necessary cleaning and preparation of the data as well as the analyses. The survey responses were recoded in order to

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perform the necessary calculations using assigned numeric values from the CAHPS® Survey and Reporting Kit. The analysis focused on the key questions relating to CAHPS® reporting measures. These were evaluated based on the CAHPS® summary rates, which indicated the percent of positive responses (CSRK 2008).

Response type	Responses Allowed	Numeric recoding	Summary rate (Recoding)
Dichotomous	Yes, No	1-2	Yes (1)
Global rating	0-10	1-11	8-10 (9-11)
4-point scale	Never, Sometimes, Usually, Always	1-4	Usually (3), Always (4)
	Definitely No, Somewhat No, Somewhat Yes, Definitely Yes	1-4	Definitely Yes (4)
3-point scale	Big Problem, Small Problem, No Problem	1-3	No Problem (3)
5-point scale	Much Better, A Little Better, No Change, A Little Worse, Much Worse	1-5	Much Better (1), A Little Better (2)

Adapted from CAHPS® Survey and Reporting Kit 2008

The CAHPS® reporting measures include composite measures and member satisfaction ratings. The five composite measures were Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. Each composite measure was comprised of multiple survey questions; the summary rate for the composite measure was defined as the average of summary rates of the component questions. The four member satisfaction rating questions asked about the child’s health care, personal doctor, specialist, and health plan.

The summary rates for all of these key areas were compared to data from Oklahoma CAHPS® Child Member Satisfaction Surveys from 2011 and 2009. At the time this report was compiled, current national CAHPS® data was not available for comparison. Significance testing of the year-to-year differences was accomplished using a z-test performed at the 95%

confidence level. For the composite measures, the least number of respondents for a component question was used as the sample size. This methodology was also used in significance testing of the differences between the group of children with chronic conditions and children without chronic conditions. When a significant difference was found in either the 2012 rates or the group of children with chronic conditions, it was graphically represented by the rate of interest being shown with a bold numbering and a heavier outline; the significantly different rate was shown with a grey background. In tables, significantly different rates were noted with bold text.

Demographic information was also collected in the survey for both the SoonerCare Choice pediatric members and the respondents for the members. This information was compared to data from 2011 and 2009 as well, using a Chi-square test performed at the 95% confidence level. For consistency with the presentation of the 2012 report, a second decimal point to was calculated from the previous years' data where needed.

Response Rate

The response rate was calculated for those members who were eligible and able to respond. No ineligible members were identified in the survey administration. Non-respondents included members who refused to participate in the survey, who could not be reached due to incorrect contact information, or who were unable to be contacted after the maximum number of attempts were made. The response from the sample of 1,850 members was 680 completed surveys, for a response rate of 36.76%.

Results

In general, the SoonerCare Choice pediatric members surveyed showed a high level of satisfaction. The highest summary rate was for the composite measure of How Well Doctors Communicate (93.09%). The lowest summary rate was for the composite measure of Shared Decision Making (74.82%).

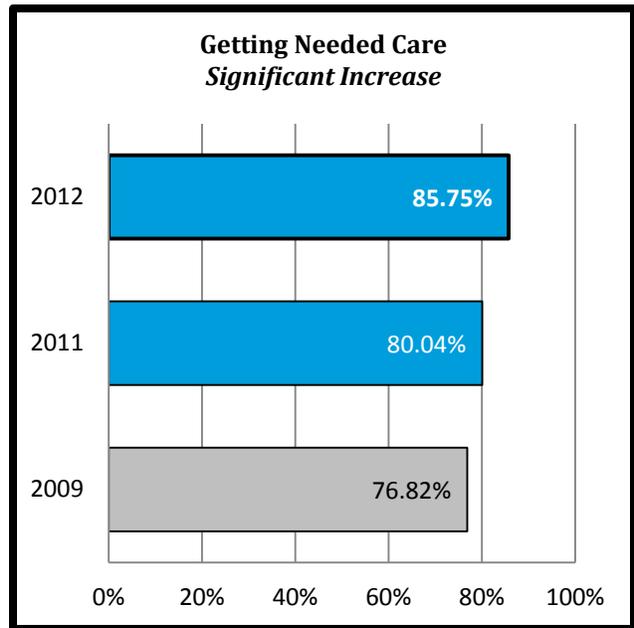
There were several significant increases from previous years. There was a significant increase from 2011 and 2009 in the rates for Getting Care Quickly (92.70%) and Rating of Health Care (85.15%). There was a significant increase from 2011 in the 2012 rate for Rating of Health Plan (83.85%). There was a significant increase from 2009 in the 2012 rates for Getting Needed Care (85.75%), How Well Doctors Communicate (93.09%), Shared Decision Making (74.82%), Rating of Personal Doctor (84.32%), and Rating of Specialist (83.49%).

CAHPS® Child Survey	2012		2011		2009	
	Summary Rate	Margin of Error	Summary Rate	Margin of Error	Summary Rate	Margin of Error
Getting Needed Care*	85.75%	+/- 4.4%	80.04%	+/- 5.6%	76.82%	+/- 5.3%
Getting Care Quickly*	92.70%	+/- 2.4%	87.13%	+/- 3.2%	87.64%	+/- 3.0%
How Well Doctors Communicate*	93.09%	+/- 2.2%	91.55%	+/- 2.7%	88.76%	+/- 3.0%
Customer Service	75.65%	+/- 7.9%	80.14%	+/- 8.0%	75.28%	+/- 9.9%
Shared Decision Making*	74.82%	+/- 5.4%	68.31%	+/- 6.6%	66.43%	+/- 6.3%
Rating of Health Care*	85.15%	+/- 3.0%	78.13%	+/- 3.9%	74.54%	+/- 3.9%
Rating of Personal Doctor*	84.32%	+/- 2.9%	82.17%	+/- 3.5%	80.27%	+/- 3.4%
Rating of Specialist*	83.49%	+/- 5.0%	84.69%	+/- 7.2%	75.00%	+/- 7.7%
Rating of Health Plan*	83.85%	+/- 2.8%	78.40%	+/- 3.5%	82.32%	+/- 3.0%

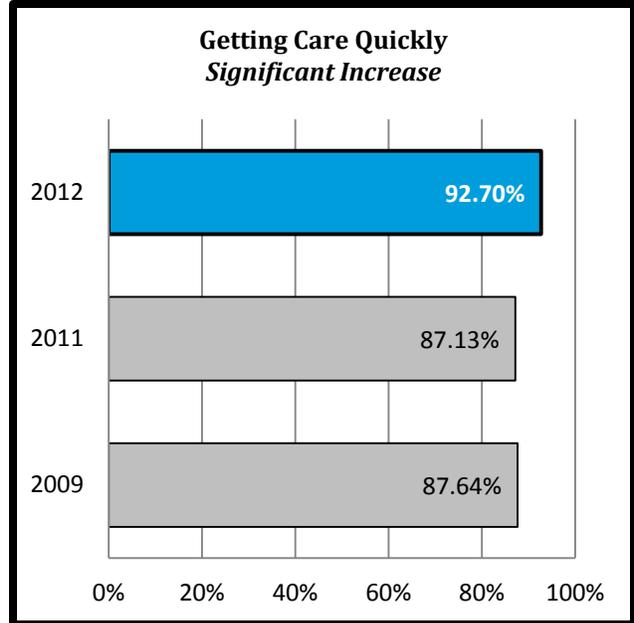
*Items in bold indicate a significant difference.

Comparisons of Composite Measure Rates

The Getting Needed Care measure was compiled from survey questions regarding the ease of getting an appointment with a specialist as well as getting necessary care, tests, and treatments. The composite summary rate showed 85.75% positive response to these questions. This was a significant increase from 2009 (76.82%).



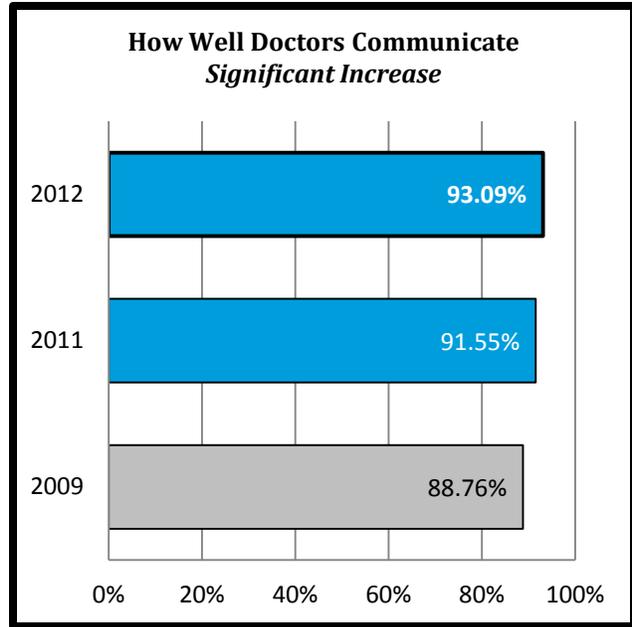
The Getting Care Quickly measure was compiled from survey questions regarding obtaining needed care, both when the need was urgent and when it was not. The composite summary rate showed 92.70% positive response to these questions. This was a significant increase from both 2011 (87.13%) and 2009 (87.64%).



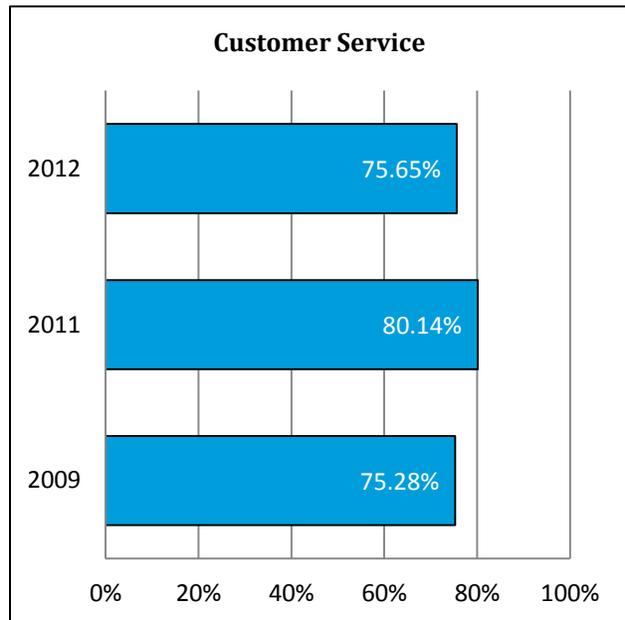
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The How Well Doctors

Communicate measure was compiled from survey questions regarding interactions between the child's personal doctor and the respondent. The composite summary rate showed 93.09% positive response to these questions, the highest rate for a CAHPS® reporting measure. This was a significant increase from 2009 (88.76%).

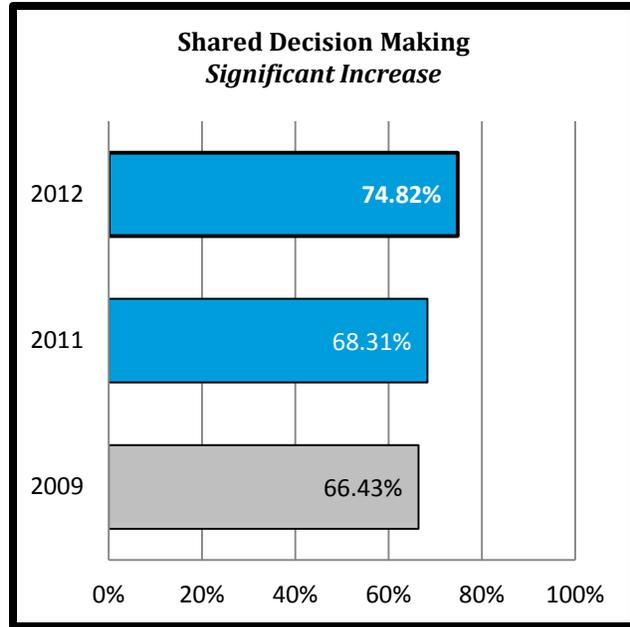


The Customer Service measure was compiled from survey questions regarding getting needed help from and being treated with respect and courtesy by OHCA member support. The composite summary rate showed 75.65% positive response to these questions. This was not a significant change from previous years.



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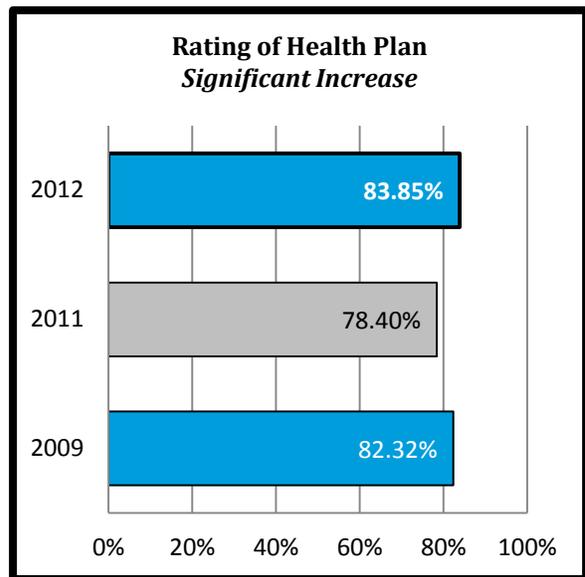
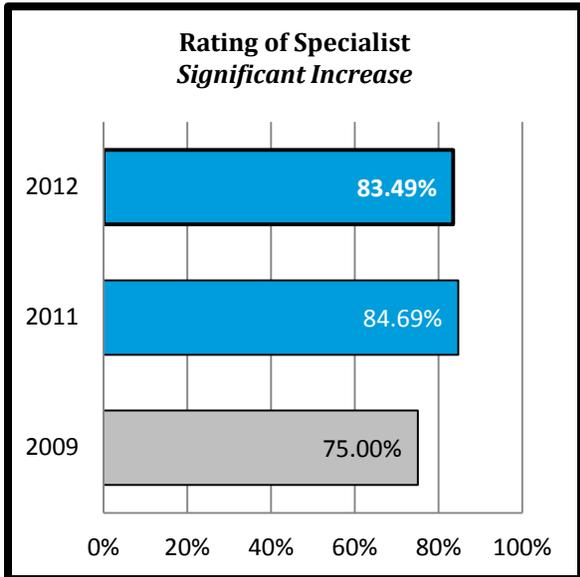
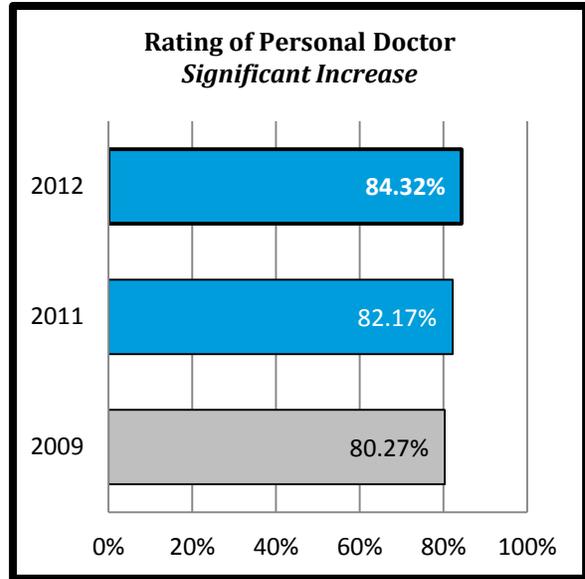
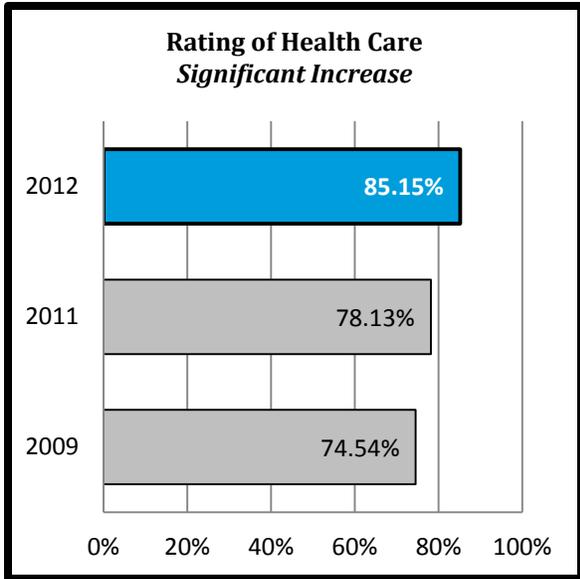
The Shared Decision Making measure was compiled from survey questions regarding the interactions between the respondents and the providers when making the health care choices. The composite summary rate showed 74.82% positive response to these questions. This was a significant increase from 2009 (66.43%).



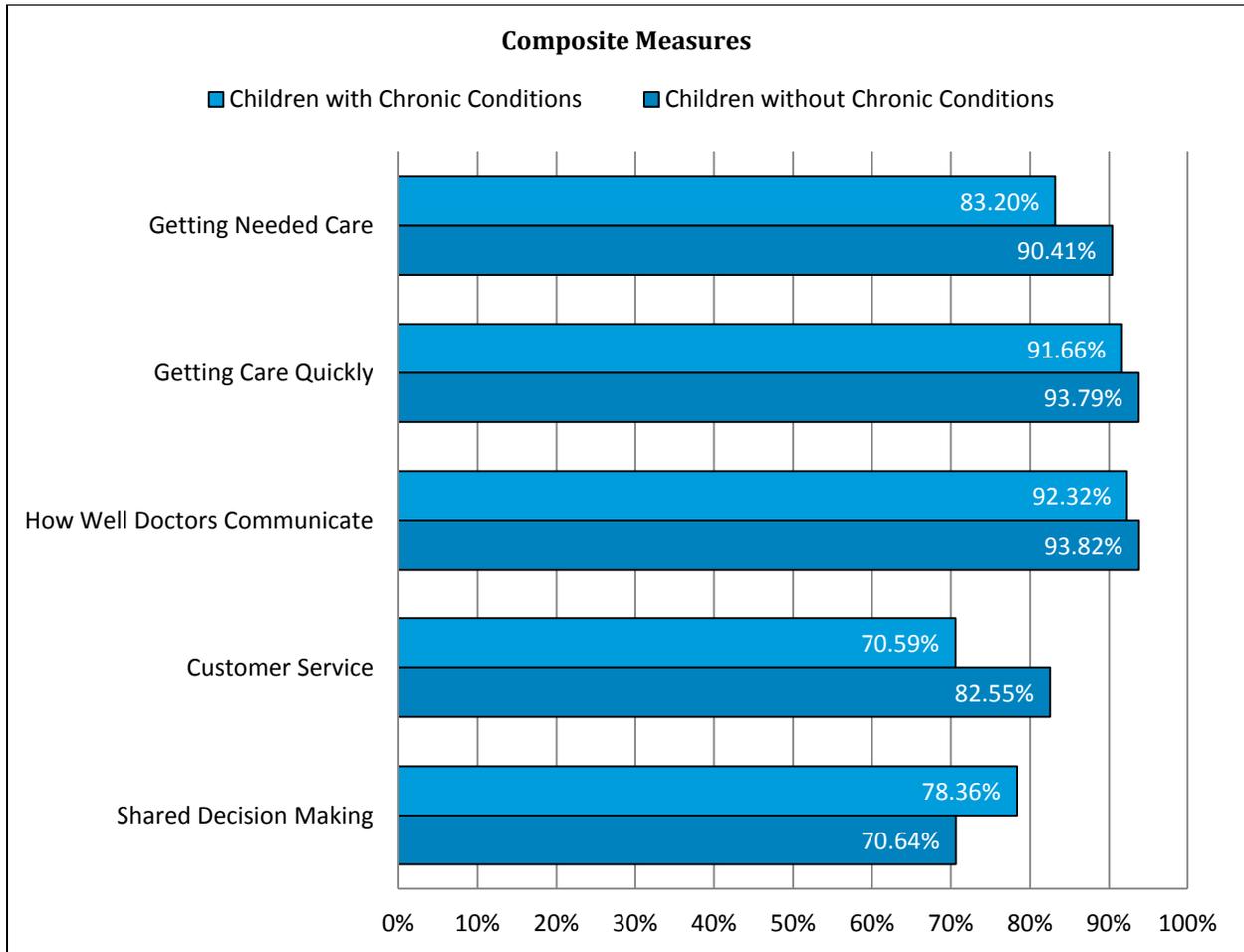
Comparisons of Member Satisfaction Rates

For the child's overall health care, 85.15% of 559 total respondents indicated a positive rating. This was the highest member satisfaction rate, and 47.76% of respondents indicated the highest rating (10). This was a significant increase from both 2011 (78.13%) and 2009 (74.54%). For the child's personal doctor, 84.32% of 619 total respondents indicated a positive rating. This was a significant increase from 2009 (80.27%). For the child's specialist, where applicable, 83.49% of 212 total respondents indicated a positive rating. This was a significant increase from 2009 (75.00%). For the child's health plan, 83.85% of 675 total respondents indicated a positive rating. This was a significant increase from 2011 (78.40%).

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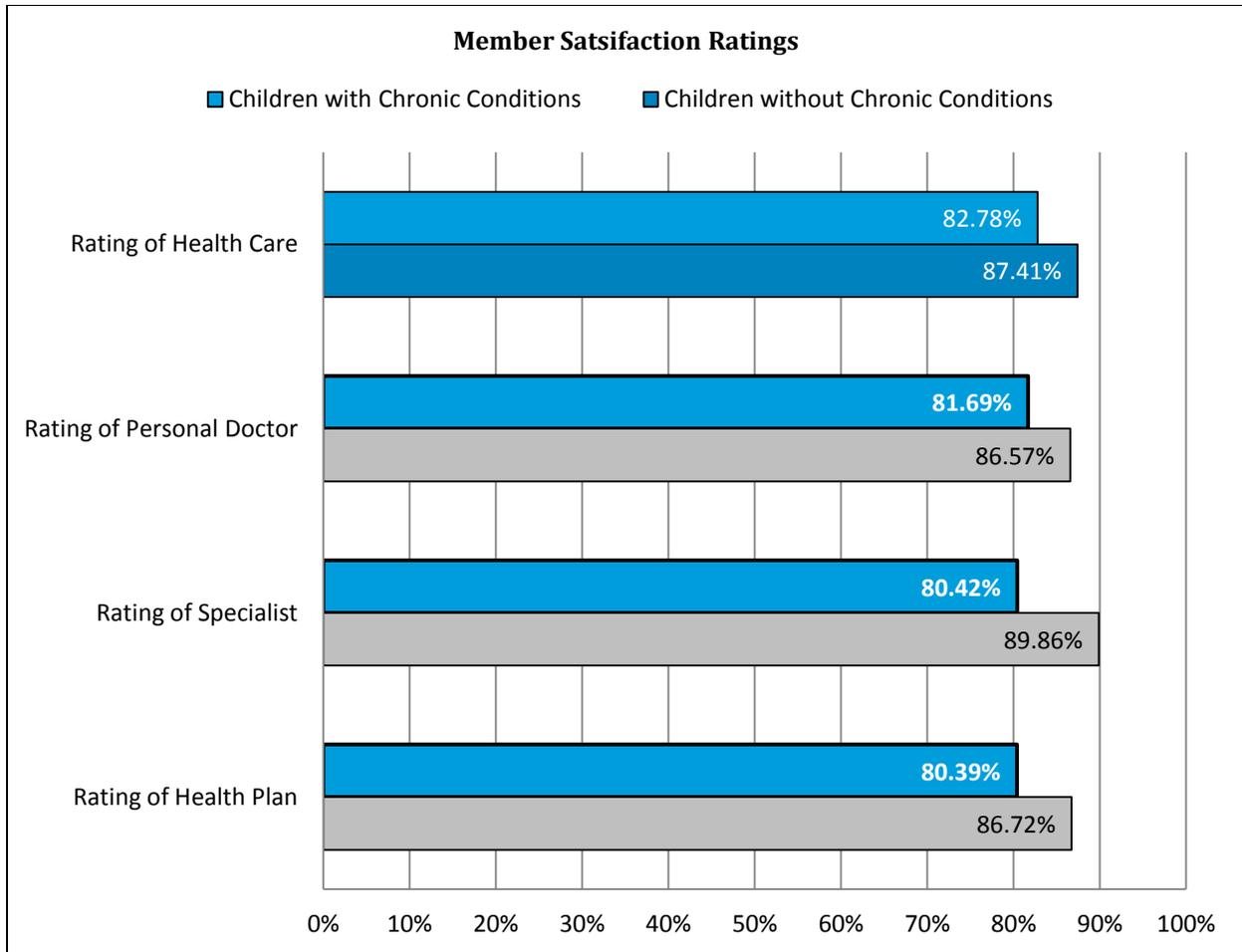


Summary Rates for Children with Chronic Conditions



There were no significant differences between children with chronic conditions and children without chronic conditions for any of the composite measure summary rates. For children with chronic conditions, the highest composite measure summary rate was for How Well Doctors Communicate (92.32%), and the lowest summary rate was for Customer Service (70.59%). For children without chronic conditions, the highest composite measure summary rate was also for How Well Doctors Communicate (93.82%); the lowest summary rate was for Shared Decision Making (70.64%).

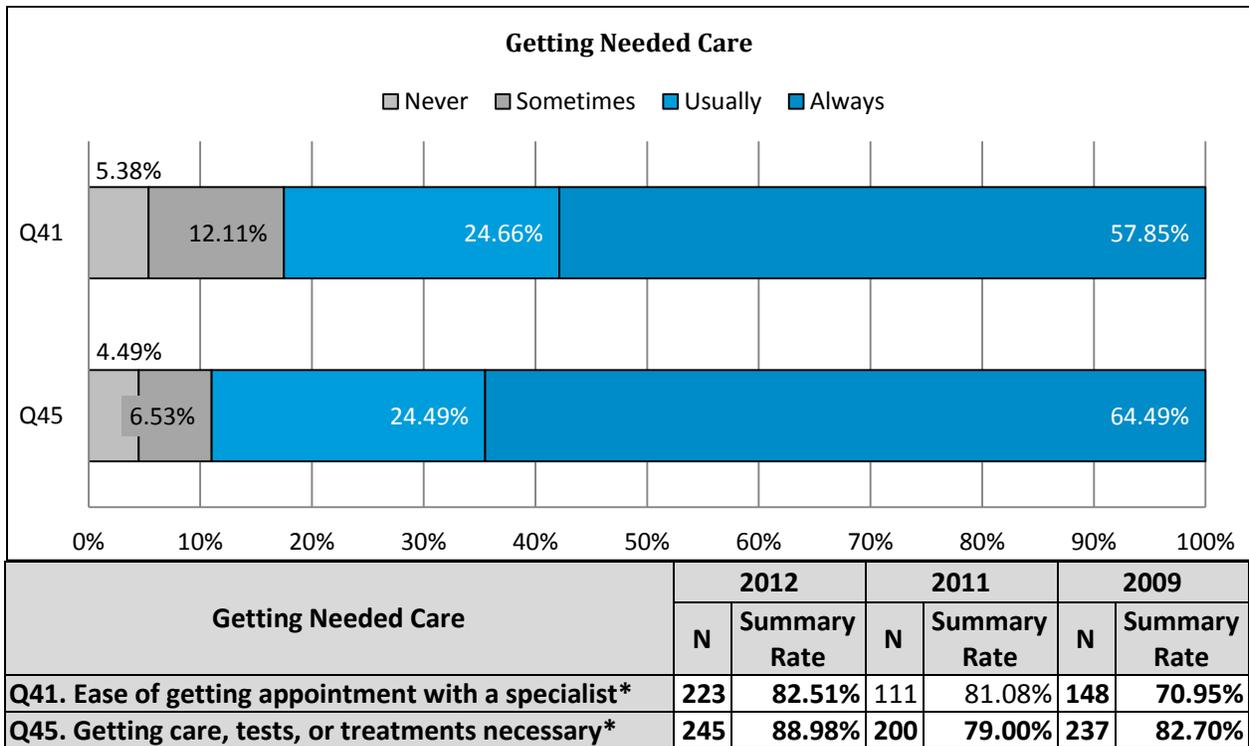
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The Ratings of Personal Doctor, Specialist, and Health Plan were all significantly lower for children with chronic conditions than for children without chronic conditions. There was no significant difference between the Rating of Health Care for children with chronic conditions and children without chronic conditions. For children with chronic conditions, the highest member satisfaction rating summary rate was for the Rating of Health Care (82.78%); the lowest summary rate was for the Rating of Health Plan (80.39%). The highest member satisfaction rating summary rate for children without chronic conditions was for the Rating of Specialist (89.86%), and the lowest summary rate was for Rating of Personal Doctor (86.57%).

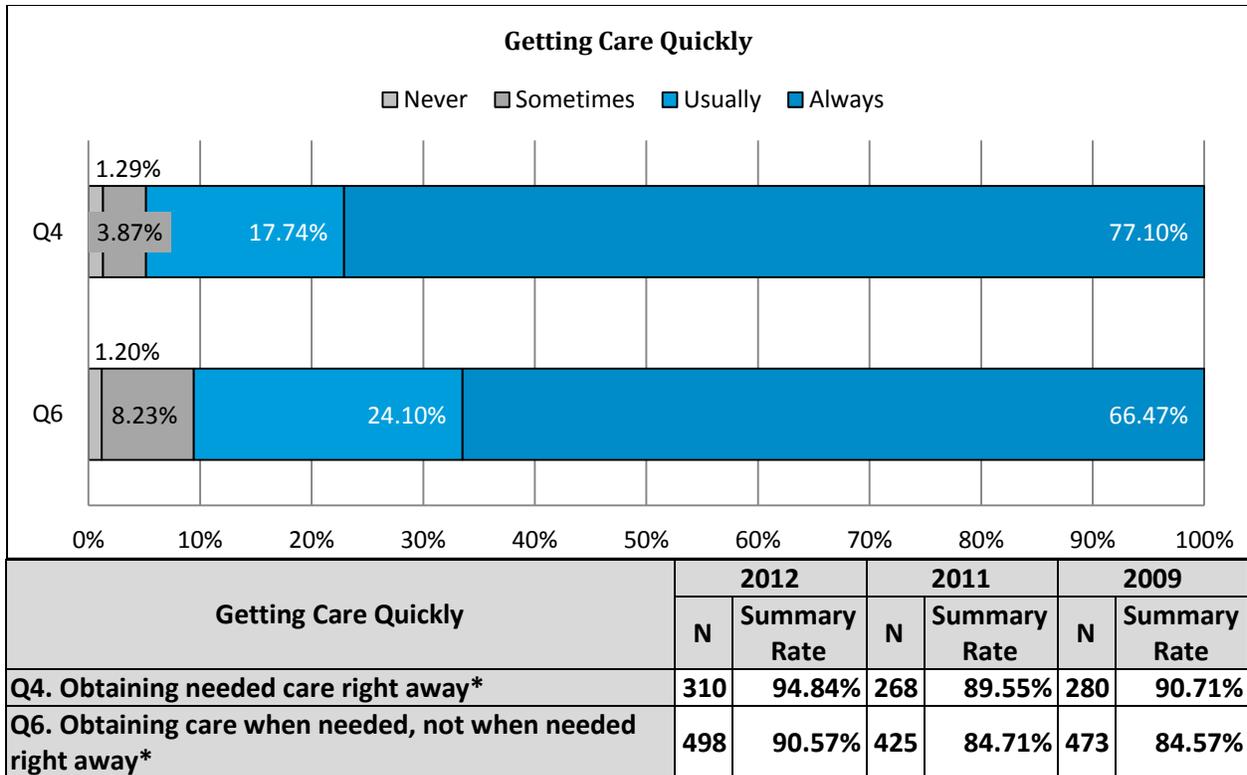
Full Responses of Composite Measures

The graphs below enumerate the percentage of each type of response for the component questions of each of the composite measures. The summary rates established by CAHPS® are designed to show the percentage of favorable responses, which may be made up of more than one type of response. The elements of the summary rates are shown in blue. Significantly different component questions from previous years are indicated in bold.

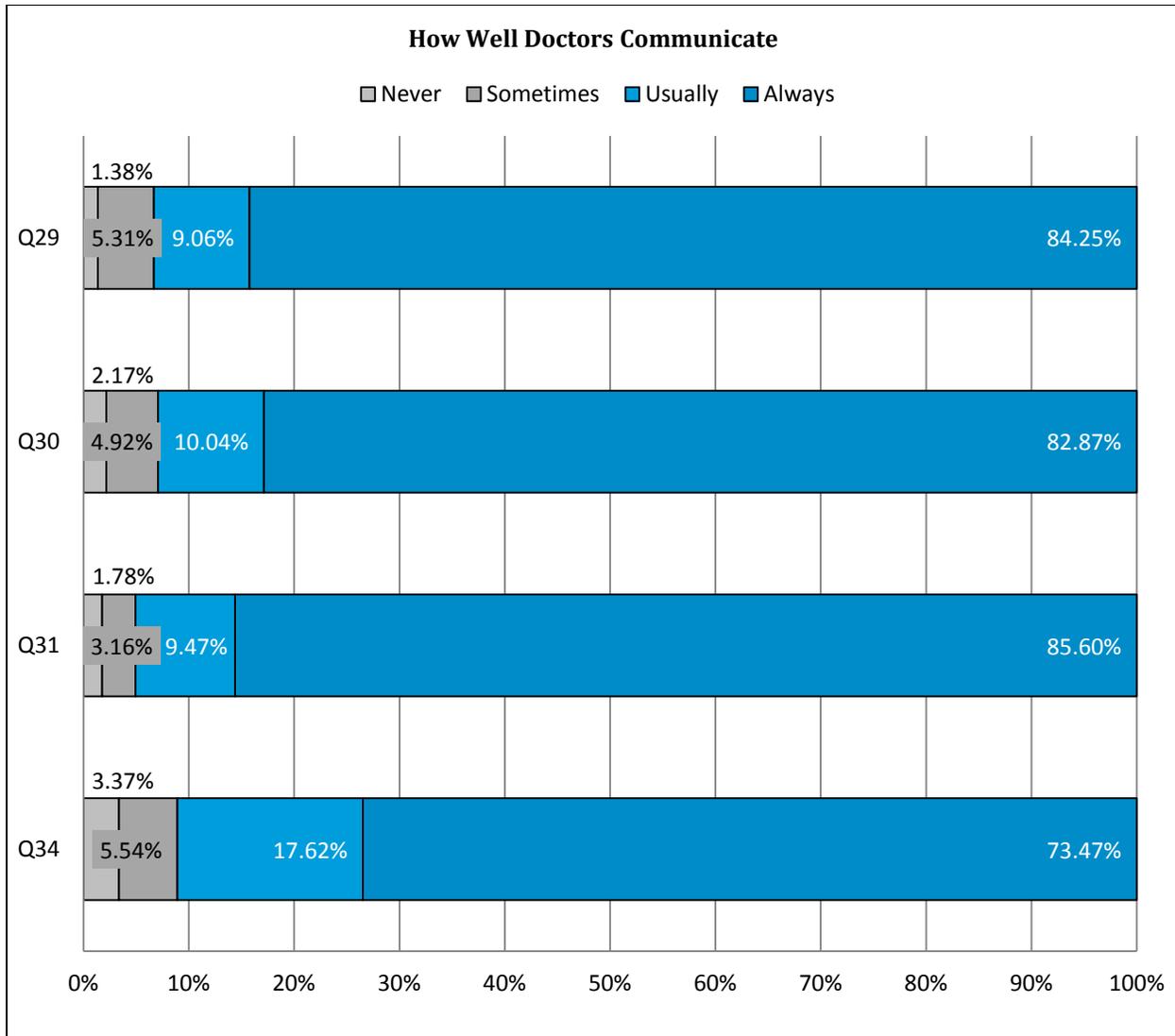


*Items in bold indicate a significant difference.

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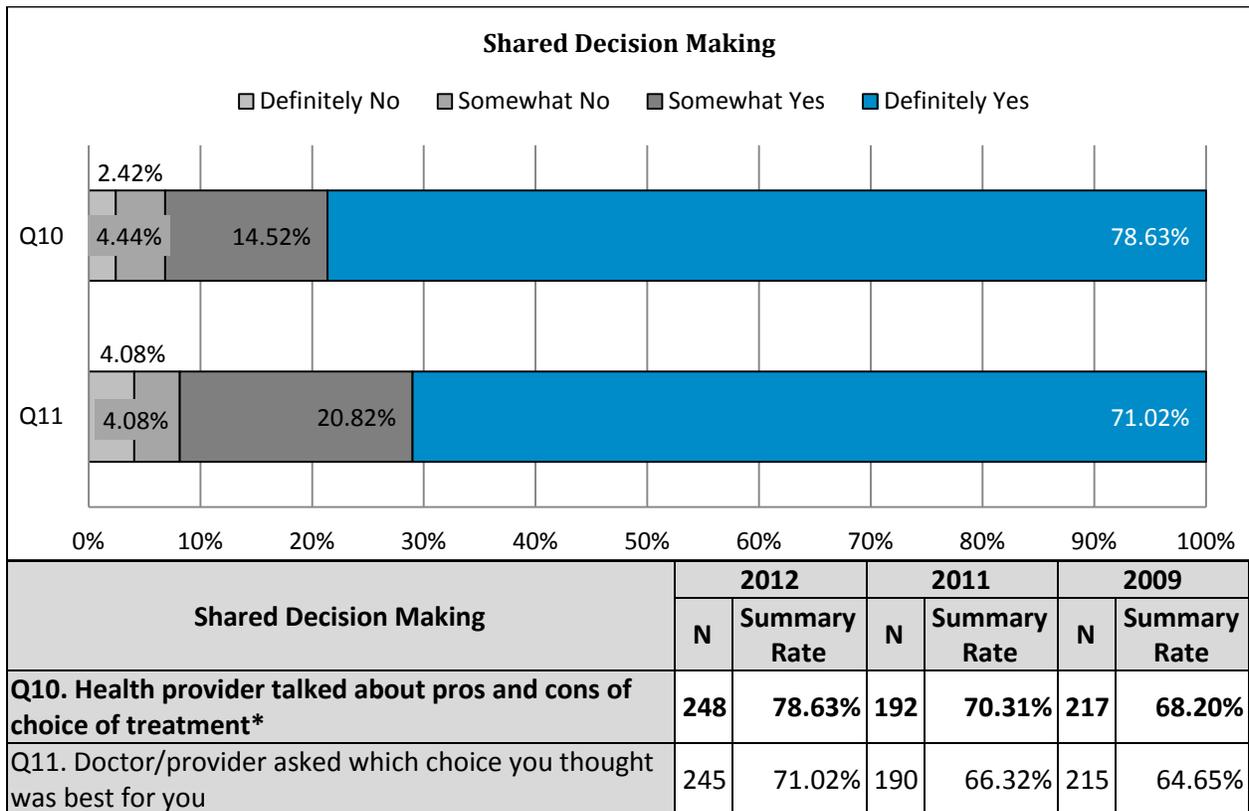
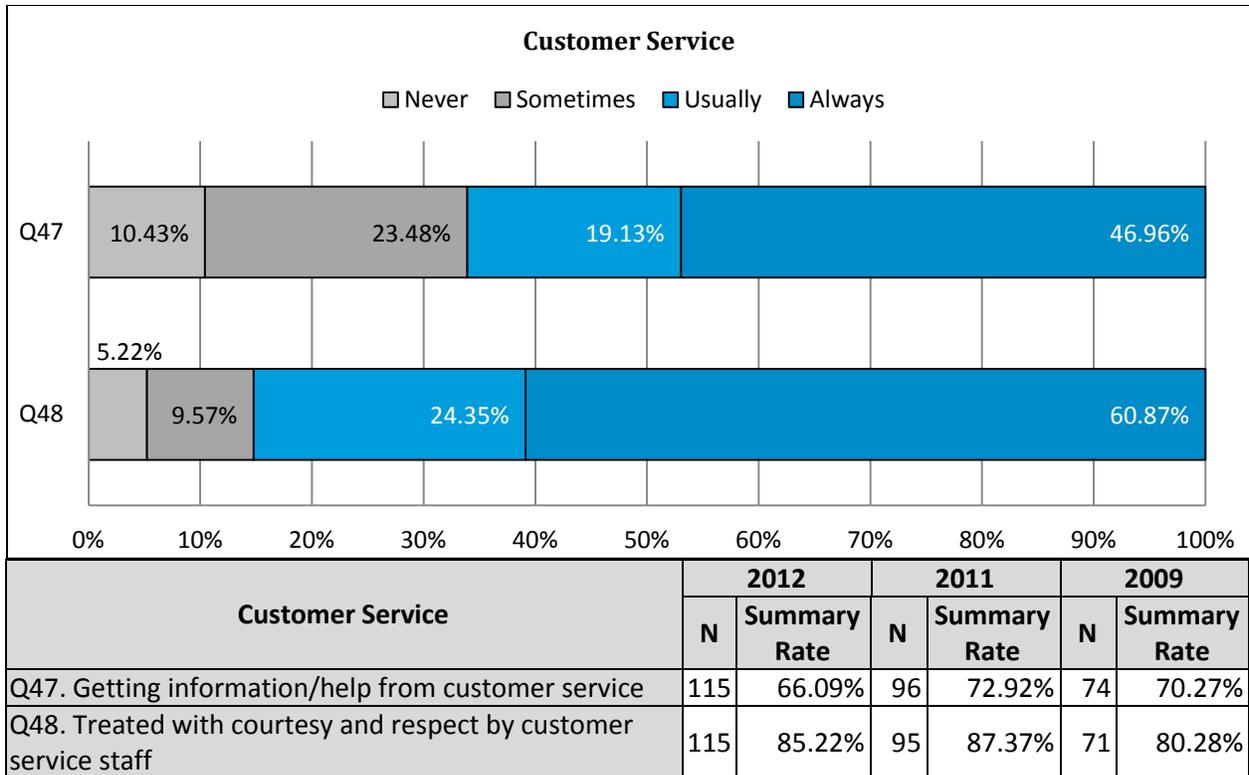
*Items in bold indicate a significant difference.



How Well Doctors Communicate	2012		2011		2009	
	N	Summary Rate	N	Summary Rate	N	Summary Rate
Q29. Doctors explaining things in an understandable way	508	93.31%	400	92.50%	427	92.04%
Q30. Doctors listening carefully to you*	508	92.91%	401	92.27%	424	88.44%
Q31. Doctors showing respect for what you had to say*	507	95.07%	398	93.72%	421	89.79%
Q34. Doctors spending enough time with you*	505	91.09%	391	87.72%	427	84.78%

*Items in bold indicate a significant difference.

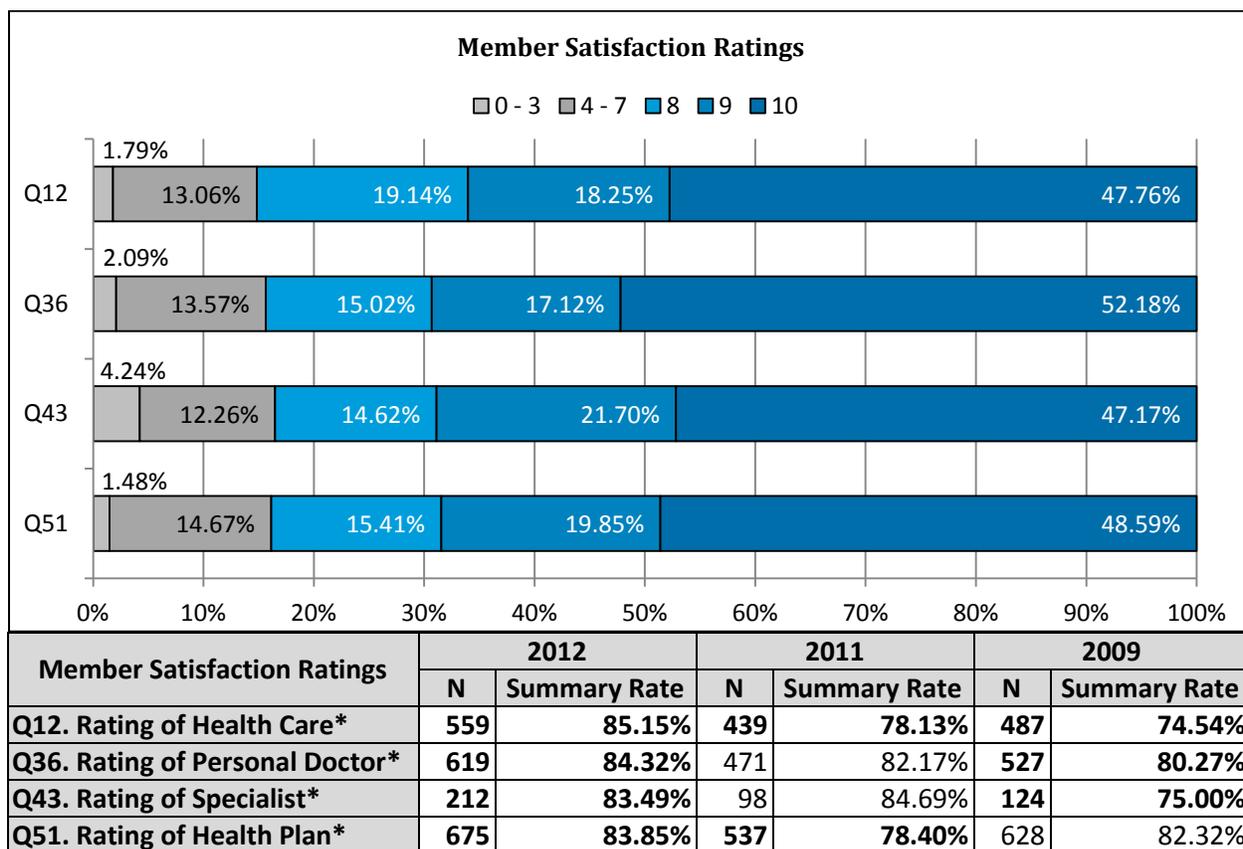
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*Items in bold indicate a significant difference.

Full Responses of Member Satisfaction Ratings

The graph and table below enumerate the percentage of each type of response for the member satisfaction ratings. The summary rates established by CAHPS® are designed to show the percentage of favorable responses, which may be made up of more than one type of response. The elements of the summary rate are shown in blue. Significantly different ratings from previous years are indicated in bold.

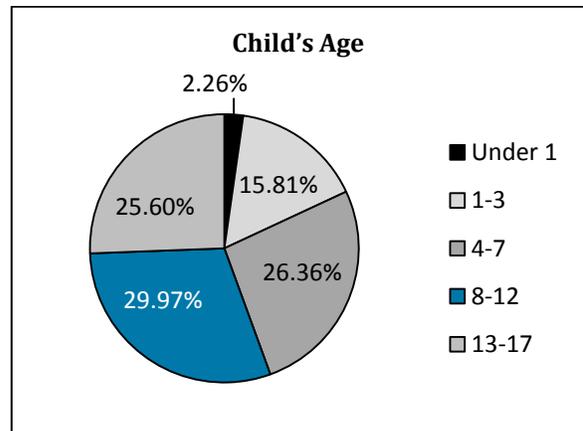
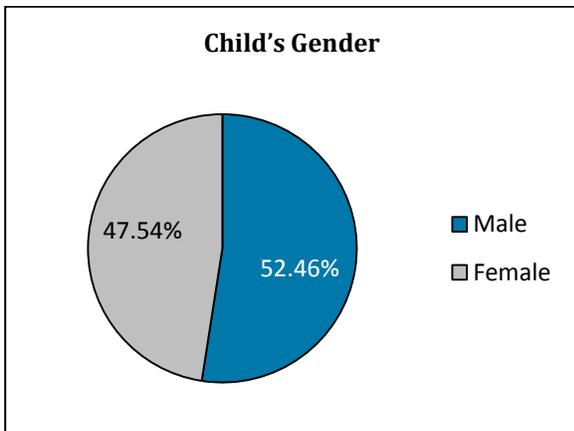
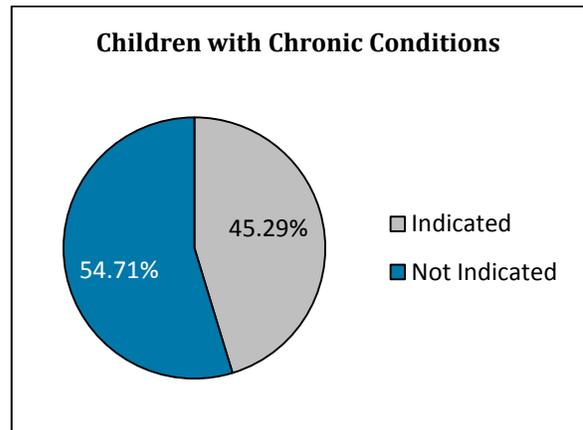
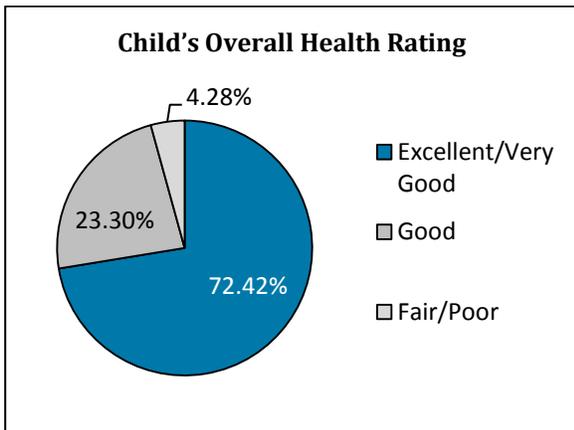


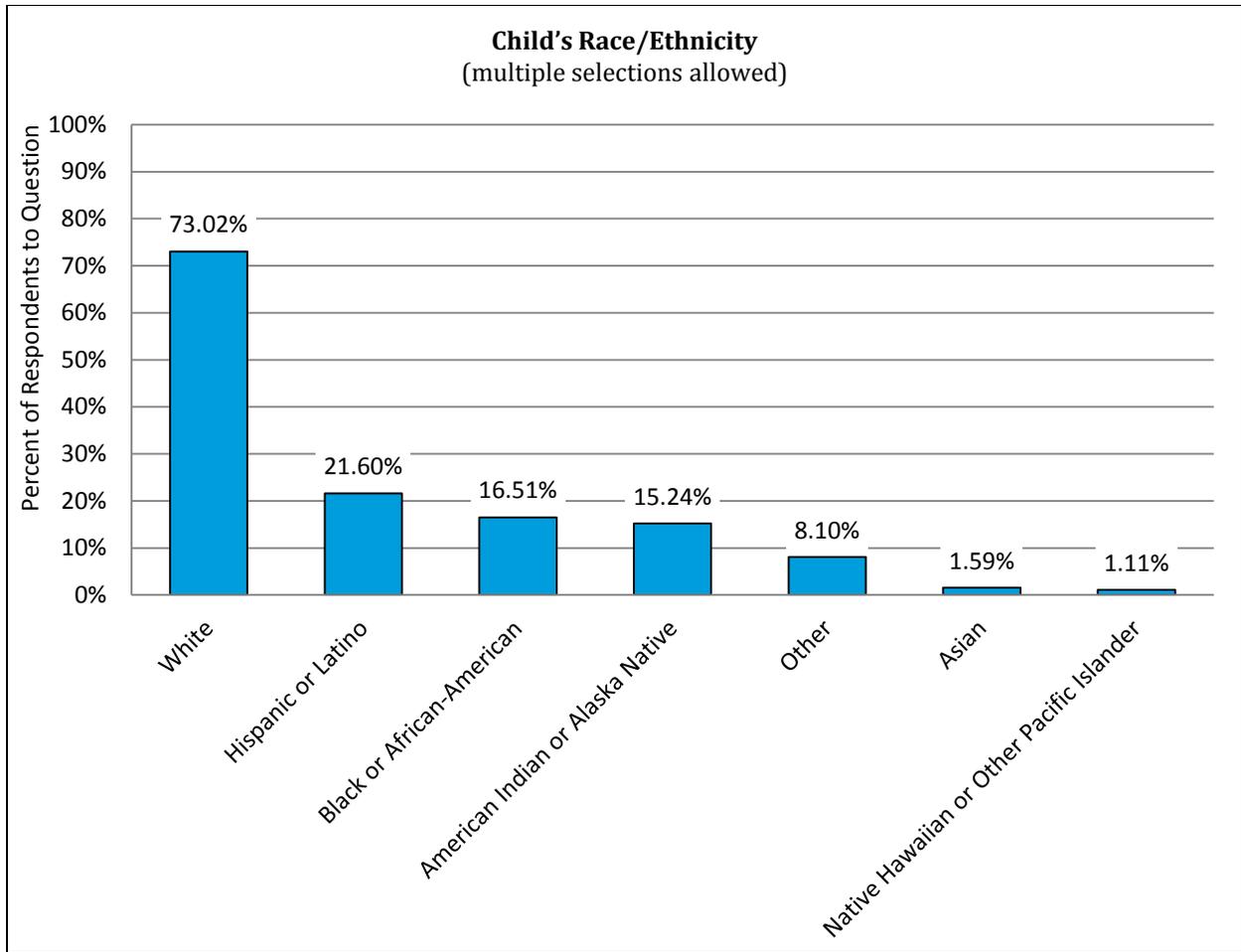
*Items in bold indicate a significant difference.

Rating of	0 (Worst)	1	2	3	4	5	6	7	8	9	10 (Best)
Health Care	0.18%	0.18%	0.89%	0.54%	1.43%	2.33%	2.68%	6.62%	19.14%	18.25%	47.76%
Personal Doctor	1.13%	0.48%	0.32%	0.16%	0.81%	4.68%	2.91%	5.17%	15.02%	17.12%	52.18%
Specialist	1.89%	0.47%	0.94%	0.94%	0.94%	5.19%	0.47%	5.66%	14.62%	21.70%	47.17%
Health Plan	0.30%	0.00%	0.59%	0.59%	1.19%	4.00%	2.96%	6.52%	15.41%	19.85%	48.59%

Profile of Pediatric SoonerCare Choice Members

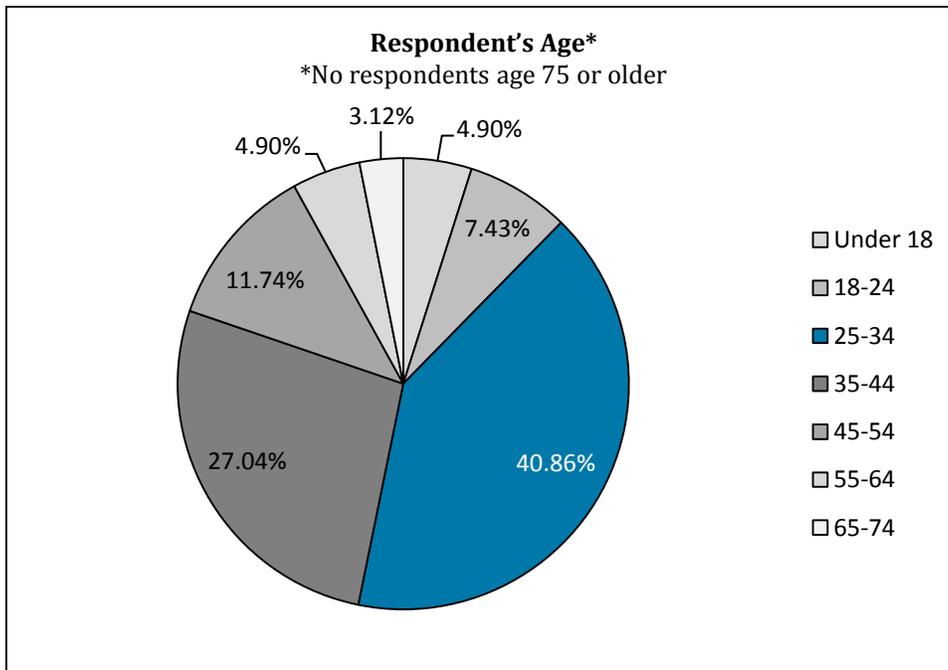
When asked to rate their child’s overall health, 72.42% of respondents selected Excellent or Very Good. Using the CAHPS® Item Set for Children with Chronic Conditions, 54.71% of the sampled members were indicated to be children with chronic conditions. Just over half (52.46%) of the members were male. The largest age group represented was 8-12 years old. The largest individual race/ethnicity category represented was white at 73.02%, while 14.29% indicated multiple races.

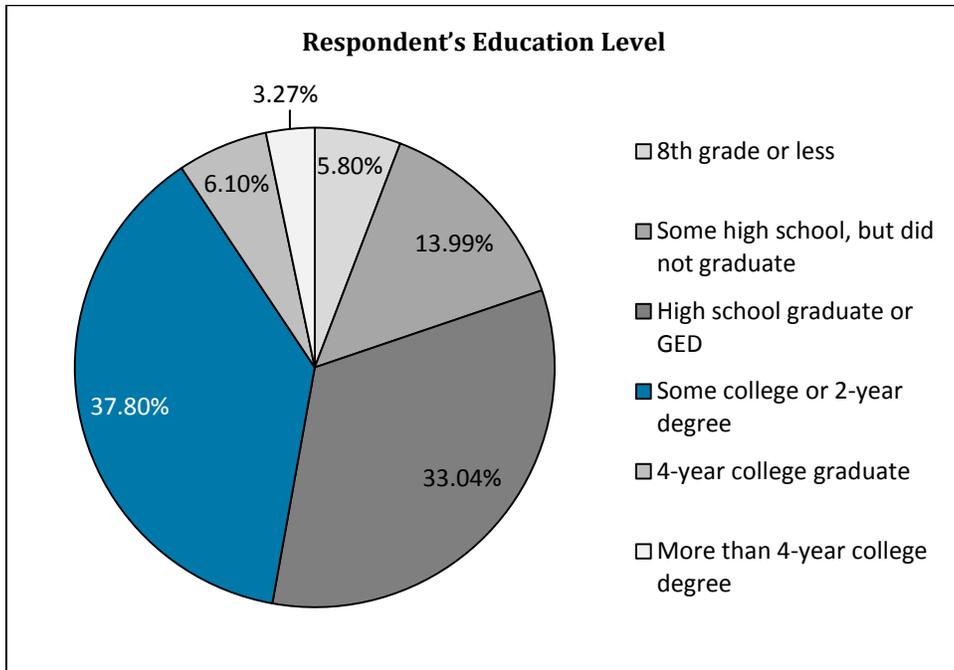
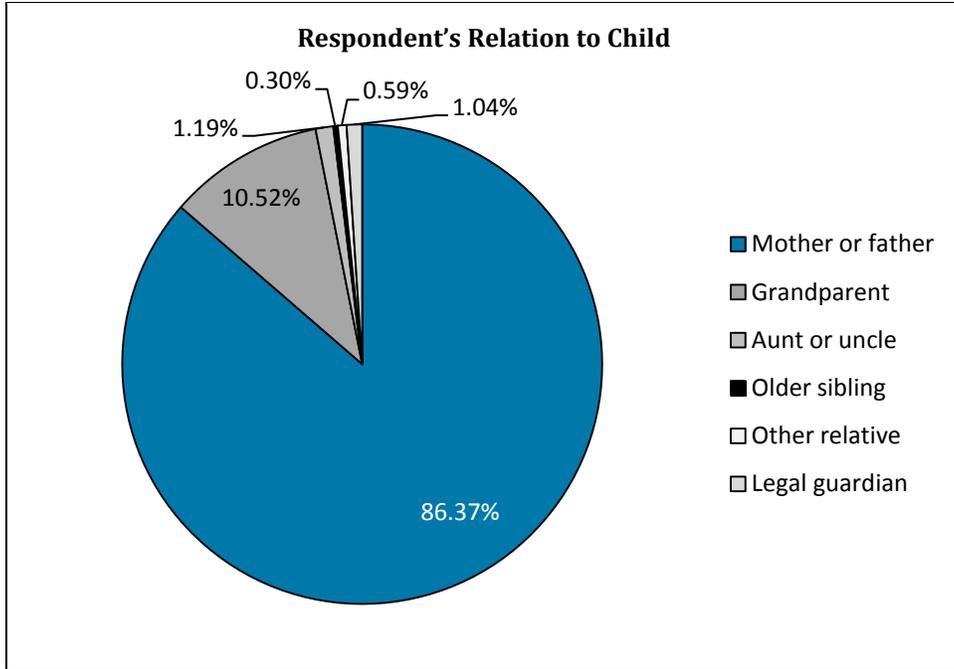




Profile of Survey Respondents for Sampled Members

The largest age group represented of the respondents for the sampled member was 25-34 years old at 40.86%, with few (3.12%) younger than 18 and none 75 or older. The majority (86.37%) of respondents indicated they were the parent of the pediatric member. The largest education group represented was respondents with some college or a two-year degree at 37.80%, and a large proportion of respondents (47.17%) had some type of higher education past high school.





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Comparison of Member and Respondent Profiles

Demographic	Categories	2012 Rate	2011 Rate*	2009 Rate*	Significant Change	
					2011	2009
Child's Age (in years)	Under 1	2.26%	1.53%	2.13%	--	--
	1-3	15.81%	20.69%	22.62%	Decrease	Decrease
	4-7	26.36%	23.75%	25.74%	--	--
	8-12	29.97%	28.35%	24.92%	--	Increase
	13-17	25.60%	25.67%	24.59%	--	--
Child's Gender	Male	52.46%	51.91%	50.08%	--	--
	Female	47.54%	48.09%	49.92%	--	--
Child's Overall Health Rating	Excellent/Very Good	72.42%	74.32%	74.25%	--	--
	Good	23.30%	20.58%	19.78%	--	--
	Fair/Poor	4.28%	5.10%	5.97%	--	--
Child's Race/Ethnicity**	Hispanic or Latino	21.60%	18.23%	18.25%	--	--
	White	73.02%	69.54%	41.58%	--	Increase
	Black or African-American	16.51%	16.48%	39.52%	--	Decrease
	Asian	1.59%	1.92%	7.39%	--	Decrease
	Native Hawaiian or Other Pacific Islander	1.11%	0.57%	2.06%	--	--
	American Indian or Alaska Native	15.24%	19.54%	11.68%	--	--
	Other	8.10%	9.58%	14.95%	--	Decrease
Respondent's Age (in years)	Under 18	4.90%	7.88%	43.55%	Decrease	Decrease
	18-24	7.43%	8.61%	12.44%	--	Decrease
	25-34	40.86%	37.55%	19.75%	--	Increase
	35-44	27.04%	28.02%	14.62%	--	Increase
	45-54	11.74%	11.54%	5.60%	--	Increase
	55-64	4.90%	3.11%	2.49%	--	Increase
	65-74	3.12%	3.11%	1.09%	--	Increase
	75 or older	0.00%	0.18%	0.47%	--	--
Respondent's Education Level	8th grade or less	5.80%	6.62%	10.39%	--	Decrease
	Some high school, but did not graduate	13.99%	12.50%	25.51%	--	Decrease
	High school graduate or GED	33.04%	35.85%	33.86%	--	--
	Some college or 2-year degree	37.80%	33.82%	22.36%	--	Increase
	4-year college graduate	6.10%	7.35%	6.30%	--	--
	More than 4-year college degree	3.27%	3.86%	1.57%	--	Increase
Respondent's Relation to Child	Mother or father	86.37%	88.75%	57.12%	--	Increase
	Grandparent	10.52%	7.75%	40.69%	--	Decrease
	Aunt or uncle	1.19%	0.74%	0.31%	--	--
	Older sibling	0.30%	0.18%	0.00%	--	--
	Other relative	0.59%	0.37%	0.16%	--	--
	Legal guardian	1.04%	2.21%	1.72%	--	--

*For consistency with the 2012 report, some percentages were recalculated to two decimal points from the previous years' data.

**Race and ethnicity percentages will not sum to 100% as they represent separate survey questions and multiple selections were allowed. 'Other' includes respondents who selected the category 'Other'.

Recommendations

Of all the CAHPS® reporting measures, the composite measure of Shared Decision Making had the lowest composite rate. There were two components to this measure. The first question asked about the provider discussing the risks and benefits of all treatment options. The second question asked about the provider asking the respondent's opinion regarding treatment options. To improve this measure, providers should be educated on advising members about their health care choices and allowing members to be involved in the decision making process when there are multiple treatment options.

The lowest response rate for the key questions was for the Customer Service composite measure. Only 115 members answered either of the questions pertaining to that measure, which was consistent with the number of members who indicated they tried to contact OHCA customer service in the measurement period. Several members contacted for the survey interview by phone were not aware of the OHCA Member Service telephone number where information can be obtained regarding eligibility, prescription coverage, billing and claims, basic behavioral health information, providers and insurance coverage. As this was the only CAHPS® reporting measure that did not show a significant increase from either 2011 or 2009, increased awareness of this important resource would be a viable improvement area.

Rating of Personal Doctor, Specialist, and Health Plan were all significantly lower for children with chronic conditions than for children without chronic conditions. This may be reflective of the additional care and treatment needed by these children with special health care needs. Children with chronic conditions may require care by specialists, more frequent

visits to the pharmacy, or special medical equipment. As this group of children may use more health care resources, both OHCA and providers should focus on providing high quality care and support with every experience. For the children with chronic care conditions, the lowest summary rate was for Rating of Health Plan. Access to care and information are key factors to improving this measure.

One important area for improvement in the survey administration was regarding member phone number area codes. Difficulties arose when attempting to contact members by phone, as some phone numbers did not have area codes or had an incorrect area code. Difficulties with phone numbers were highest in the northeast region of Oklahoma where the area codes have changed recently.

Appendices

Copy of Survey

CAHPS® Health Plan Survey 4.0

Child Medicaid Questionnaire

Language: English

Survey Instructions

- Answer all the questions by checking the box to the left of your answer
- You are sometimes told to skip over some questions in this survey. When this happens, you will see a note that tells you what question to answer next, like this:

Yes.....Go to Question 3

Your Privacy is Protected. All information that would let someone identify you or your family will be kept private. **Telligen** will not share your personal information with anyone without your OK. Your responses to this survey are also completely **confidential**. You may notice a number on the cover of the survey. This number is used **only** to let us know if you returned your survey so we don't have to send you reminders.

Your Participation is Voluntary. You may choose to answer this survey or not. If you choose not to, this will not affect the health care you get.

What To Do When You're Done. Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to Telligen, 5801 N Broadway, Suite 100, Oklahoma City, Oklahoma 73118.

If you want to know more about this study, please call 1-888-878-4268.

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child is now in **SoonerCare Choice**. Is that right?

- ¹ YesGo to Question 3
- ² NoGo to Question 2

2. What is the name of your child's health plan?

Please print: _____

Your Child's Health Care in the Last 6 Months

*These questions ask about your child's health care. Do **not** include care your child got when he or she stayed overnight in a hospital. Do **not** include the times your child went for dental care visits.*

3. In the last 6 months, did your child have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor's office?

- ¹ YesGo to Question 4
- ² NoGo to Question 5

4. In the last 6 months, when your child **needed care right away**, how often did your child get care as soon as you thought he or she needed?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

5. In the last 6 months, **not** counting the times your child needed care right away, did you make any appointments for your child's health care at a doctor's office or clinic?

- ¹ YesGo to Question 6
- ² NoGo to Question 7

6. In the last 6 months, **not** counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought your child needed?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

7. In the last 6 months, **not** counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

- ⁰ NoneGo to Question 13
- ¹ 1Go to Question 8
- ² 2Go to Question 8
- ³ 3Go to Question 8
- ⁴ 4Go to Question 8
- ⁵ 5 to 9Go to Question 8
- ⁶ 10 or moreGo to Question 8

8. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

9. *Choices for your child’s treatment or health care can include choices about medicine, surgery, or other treatment.*

In the last 6 months, did your child’s doctor or other health provider tell you there was more than one choice for your child’s treatment or health care?

- ¹ Yes**Go to Question 10**
- ² No**Go to Question 12**

10. In the last 6 months, did your child’s doctor or other health provider talk with you about the pros and cons of each choice for your child’s treatment or health care?

- ¹ Definitely Yes
- ² Somewhat Yes
- ³ Somewhat No
- ⁴ Definitely No

11. In the last 6 months, when there was more than one choice for your child’s treatment or health care, did your child’s doctor or other health provider ask you which choice was best for your child?

- ¹ Definitely Yes
- ² Somewhat Yes
- ³ Somewhat No
- ⁴ Definitely No

12. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child’s health care in the last 6 months?

- ⁰⁰ 0 **Worst** health care possible
- ⁰¹ 1
- ⁰² 2
- ⁰³ 3
- ⁰⁴ 4
- ⁰⁵ 5
- ⁰⁶ 6
- ⁰⁷ 7
- ⁰⁸ 8
- ⁰⁹ 9
- ¹⁰ 10 **Best** health care possible

13. Is your child now enrolled in any kind of school or daycare?

- ¹ Yes**Go to Question 14**
- ² No**Go to Question 16**

14. In the last 6 months, did you need your child’s doctors or other health providers to contact a school or daycare center about your child’s health or health care?

- ¹ Yes**Go to Question 15**
- ² No**Go to Question 16**

15. In the last 6 months, did you get the help you needed from your child’s doctors or other health providers in contacting your child’s school or daycare?

- ¹ Yes
- ² No

Specialized Services

- 16.** Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?
- ¹ Yes**Go to Question 17**
² No**Go to Question 19**
- 17.** In the last 6 months, how often was it easy to get special medical equipment or devices for your child?
- ¹ Never
² Sometimes
³ Usually
⁴ Always
- 18.** Did anyone from your child’s health plan, doctor’s office, or clinic help you get special medical equipment or devices for your child?
- ¹ Yes
² No
- 19.** In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?
- ¹ Yes**Go to Question 20**
² No**Go to Question 22**
- 20.** In the last 6 months, how often was it easy to get this therapy for your child?
- ¹ Never
² Sometimes
³ Usually
⁴ Always

- 21.** Did anyone from your child’s health plan, doctor’s office, or clinic help you get this therapy for your child?
- ¹ Yes
² No
- 22.** In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?
- ¹ Yes**Go to Question 23**
² No**Go to Question 25**
- 23.** In the last 6 months, how often was it easy to get this treatment or counseling for your child?
- ¹ Never
² Sometimes
³ Usually
⁴ Always
- 24.** Did anyone from your child’s health plan, doctor’s office, or clinic help you get this treatment or counseling for your child?
- ¹ Yes
² No
- 25.** In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?
- ¹ Yes**Go to Question 26**
² No**Go to Question 27**
- 26.** In the last 6 months, did anyone from your child’s health plan, doctor’s office, or clinic help coordinate your child’s care among these different providers or services?
- ¹ Yes
² No

Your Child's Personal Doctor

27. *A personal doctor is the one your child would see if he or she needs a check-up or gets sick or hurt.*

Does your child have a personal doctor?

- ¹ YesGo to Question 28
- ² NoGo to Question 40

28. In the last 6 months, how many times did your child visit his or her personal doctor for care?

- ⁰ NoneGo to Question 36
- ¹ 1Go to Question 29
- ² 2Go to Question 29
- ³ 3Go to Question 29
- ⁴ 4Go to Question 29
- ⁵ 5 to 9Go to Question 29
- ⁶ 10 or moreGo to Question 29

29. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

30. In the last 6 months, how often did your child's personal doctor listen carefully to you?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

31. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

32. Is **your child** able to talk with doctors about his or her health care?

- ¹ YesGo to Question 33
- ² NoGo to Question 34

33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for **your child** to understand?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

34. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

35. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

- ¹ Yes
- ² No

36. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

- ⁰⁰ 0 **Worst** personal doctor possible
- ⁰¹ 1
- ⁰² 2
- ⁰³ 3
- ⁰⁴ 4
- ⁰⁵ 5
- ⁰⁶ 6
- ⁰⁷ 7
- ⁰⁸ 8
- ⁰⁹ 9
- ¹⁰ 10 **Best** personal doctor possible

37. Does your child have any medical, behavioral, or other health conditions that have lasted for more than **3 months**?

- ¹ YesGo to Question 38
- ² NoGo to Question 40

38. Does your child’s personal doctor understand how these medical, behavioral, or other health conditions affect your child’s day-to-day life?

- ¹ Yes
- ² No

39. Does your child’s personal doctor understand how your child’s medical, behavioral, or other health conditions affect your **family’s** day-to-day life?

- ¹ Yes
- ² No

Getting Health Care From Specialists

When you answer the next questions, do **not** include dental visits or care your child got when he or she stayed overnight in a hospital.

40. *Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.*

In the last 6 months, did you try to make any appointments for your child to see a specialist?

- ¹ YesGo to Question 41
- ² NoGo to Question 44

41. In the last 6 months, how often was it easy to get appointments for your child with specialists?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

42. How many specialists has your child seen in the last 6 months?

- ⁰ NoneGo to Question 44
- ¹ 1 specialistGo to Question 43
- ² 2Go to Question 43
- ³ 3Go to Question 43
- ⁴ 4Go to Question 43
- ⁵ 5 or moreGo to Question 43

43. *We want to know your rating of the specialist your child saw most often in the last 6 months.*

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- ⁰⁰ 0 **Worst** specialist possible
- ⁰¹ 1
- ⁰² 2
- ⁰³ 3
- ⁰⁴ 4
- ⁰⁵ 5
- ⁰⁶ 6
- ⁰⁷ 7
- ⁰⁸ 8
- ⁰⁹ 9
- ¹⁰ 10 **Best** specialist possible

Your Child’s Health Plan

The next questions ask about your experience with your child’s health plan.

44. In the last 6 months, did you try to get any kind of care, tests, or treatment for your child through his or her health plan?

- ¹ YesGo to Question 45
- ² NoGo to Question 46

45. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through his or her health plan?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

46. In the last 6 months, did you try to get information or help from customer service at your child's health plan?

- ¹ YesGo to Question 47
- ² NoGo to Question 49

47. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

48. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

49. In the last 6 months, did your child's health plan give you any forms to fill out?

- ¹ YesGo to Question 50
- ² NoGo to Question 51

50. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

51. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

- ⁰⁰ 0 **Worst** health plan possible
- ⁰¹ 1
- ⁰² 2
- ⁰³ 3
- ⁰⁴ 4
- ⁰⁵ 5
- ⁰⁶ 6
- ⁰⁷ 7
- ⁰⁸ 8
- ⁰⁹ 9
- ¹⁰ 10 **Best** health plan possible

Prescription Medicines

52. In the last 6 months, did you get or refill any prescription medicines for your child?

- ¹ YesGo to Question 53
- ² NoGo to Question 55

53. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

54. Did anyone from your child’s health plan, doctor’s office, or clinic help you get your child’s prescription medicines?

- Yes
- No

About Your Child and You

55. In general, how would you rate your child’s overall health?

- Excellent
- Very Good
- Good
- Fair
- Poor

56. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

- YesGo to Question 57
- NoGo to Question 59

57. Is this because of any medical, behavioral, or other health condition?

- YesGo to Question 58
- NoGo to Question 59

58. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

59. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- YesGo to Question 60
- NoGo to Question 62

60. Is this because of any medical, behavioral, or other health condition?

- YesGo to Question 61
- NoGo to Question 62

61. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

62. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- YesGo to Question 63
- NoGo to Question 65

63. Is this because of any medical, behavioral, or other health condition?

- YesGo to Question 64
- NoGo to Question 65

64. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

65. Does your child need or get special therapy such as physical, occupational, or speech therapy?

- YesGo to Question 66
- NoGo to Question 68

66. Is this because of any medical, behavioral, or other health condition?

- YesGo to Question 67
- NoGo to Question 68

67. Is this a condition that has lasted or is expected to last for at least 12 months?

- ¹ Yes
- ² No

68. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

- ¹ YesGo to Question 69
- ² NoGo to Question 70

69. Has this problem lasted or is it expected to last for at least 12 months?

- ¹ Yes
- ² No

70. What is **your child's** age?

- ¹ Less than 1 year old

_____ YEARS OLD (*write in*)

71. Is your child male or female?

- ¹ Male
- ² Female

72. Is your child of Hispanic or Latino origin or descent?

- ¹ Yes, Hispanic or Latino
- ² No, not Hispanic or Latino

73. What is your child's race? Please mark one or more.

- ¹ White
- ² Black or African-American
- ³ Asian
- ⁴ Native Hawaiian or other Pacific Islander
- ⁵ American Indian or Alaska Native
- ⁶ Other

74. What is **your** age?

- ⁰ Under 18
- ¹ 18 to 24
- ² 25 to 34
- ³ 35 to 44
- ⁴ 45 to 54
- ⁵ 55 to 64
- ⁶ 65 to 74
- ⁷ 75 or older

75. Are you male or female?

- ¹ Male
- ² Female

76. What is the highest grade or level of school that you have completed?

- ¹ 8th grade or less
- ² Some high school, but did not graduate
- ³ High school graduate or GED
- ⁴ Some college or 2-year degree
- ⁵ 4-year college graduate
- ⁶ More than 4-year college degree

77. How are you related to the child?

- ¹ Mother or father
- ² Grandparent
- ³ Aunt or uncle
- ⁴ Older sibling
- ⁵ Other relative
- ⁶ Legal guardian

78. Did someone help you complete this survey?

- ¹ Yes.....Go to Question 79
- ² No.....Go to Question 80

79. How did that person help you? (Mark all that apply.)

- ¹ Read the questions to me
- ² Wrote down the answers I gave
- ³ Answered the questions for me
- ⁴ Translated the questions into my language
- ⁵ Helped in some other way

Please print: _____

80. In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because you spoke different languages?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

81. What language do you **mainly** speak at home?

- ¹ English
- ² Spanish
- ³ Some other language

82. What language does **your child** mainly speak at home?

- ¹ English
- ² Spanish
- ³ Some other language

Thank you.

Please return the completed survey in the postage-paid envelope

Question Summaries

Q1. Our records show that your child is now in SoonerCare Choice. Is that right?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	663	98.37	663	98.37
No	11	1.63	674	100.00

Frequency Missing = 6

Q2. What is the name of your child's health plan?	
Response	Frequency
Blue Cross Blue Shield	1
blue cross blue shield	1
Insure Oklahoma	1
N/A	1
n/a	1
NONE	1
None	1
OHCA	1
SOONER CARE	2
SOONER CARE MED	1
SOONER CARE MEDICAD	1
WE HAVE NO HEALTH PLAN	1
Total	13

Frequency Missing = 667

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	311	45.87	311	45.87
No	367	54.13	678	100.00

Frequency Missing = 2

Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as you thought he or she needed?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	4	1.29	4	1.29
Sometimes	12	3.87	16	5.16
Usually	55	17.74	71	22.90
Always	239	77.10	310	100.00

Frequency Missing = 370

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q5. In the last 6 months, not counting the times your child needed care right away, did you make any appointments for your child's health care at a doctor's office or clinic?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	496	73.81	496	73.81
No	176	26.19	672	100.00

Frequency Missing = 8

Q6. In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought your child needed?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	6	1.20	6	1.20
Sometimes	41	8.23	47	9.44
Usually	120	24.10	167	33.53
Always	331	66.47	498	100.00

Frequency Missing = 182

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	117	17.28	117	17.28
1	139	20.53	256	37.81
2	151	22.30	407	60.12
3	101	14.92	508	75.04
4	55	8.12	563	83.16
5 to 9	78	11.52	641	94.68
10 or more	36	5.32	677	100.00

Frequency Missing = 3

Q8. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	5	0.89	5	0.89
Sometimes	36	6.41	41	7.30
Usually	93	16.55	134	23.84
Always	428	76.16	562	100.00

Frequency Missing = 118

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q9. In the last 6 months, did your child's doctor or other health provider tell you there was more than one choice for your child's treatment or health care?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	246	44.17	246	44.17
No	311	55.83	557	100.00

Frequency Missing = 123

Q10. In the last 6 months, did your child's doctor or other health provider talk with you about the pros and cons of each choice for your child's treatment or health care?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Definitely no	6	2.42	6	2.42
Somewhat no	11	4.44	17	6.85
Somewhat yes	36	14.52	53	21.37
Definitely yes	195	78.63	248	100.00

Frequency Missing = 432

Q11. In the last 6 months, when there was more than one choice for your child's treatment or health care, did your child's doctor or other health provider ask which choice you thought was best for your child?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Definitely no	10	4.08	10	4.08
Somewhat no	10	4.08	20	8.16
Somewhat yes	51	20.82	71	28.98
Definitely yes	174	71.02	245	100.00

Frequency Missing = 435

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q12. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst	1	0.18	1	0.18
1	1	0.18	2	0.36
2	5	0.89	7	1.25
3	3	0.54	10	1.79
4	8	1.43	18	3.22
5	13	2.33	31	5.55
6	15	2.68	46	8.23
7	37	6.62	83	14.85
8	107	19.14	190	33.99
9	102	18.25	292	52.24
10 Best	267	47.76	559	100.00

Frequency Missing = 121

Q13. Is your child now enrolled in any kind of school or daycare?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	514	75.92	514	75.92
No	163	24.08	677	100.00

Frequency Missing = 3

Q14. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	59	11.50	59	11.50
No	454	88.50	513	100.00

Frequency Missing = 167

Q15. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	51	83.61	51	83.61
No	10	16.39	61	100.00

Frequency Missing = 619

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q16. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	62	9.14	62	9.14
No	616	90.86	678	100.00

Frequency Missing = 2

Q17. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	8	13.33	8	13.33
Sometimes	6	10.00	14	23.33
Usually	8	13.33	22	36.67
Always	38	63.33	60	100.00

Frequency Missing = 620

Q18. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	48	80.00	48	80.00
No	12	20.00	60	100.00

Frequency Missing = 620

Q19. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	91	13.44	91	13.44
No	586	86.56	677	100.00

Frequency Missing = 3

Q20. In the last 6 months, how often was it easy to get this therapy for your child?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	7	7.78	7	7.78
Sometimes	11	12.22	18	20.00
Usually	12	13.33	30	33.33
Always	60	66.67	90	100.00

Frequency Missing = 590

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	53	58.24	53	58.24
No	38	41.76	91	100.00

Frequency Missing = 589

Q22. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	177	26.18	177	26.18
No	499	73.82	676	100.00

Frequency Missing = 4

Q23. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	9	5.08	9	5.08
Sometimes	21	11.86	30	16.95
Usually	32	18.08	62	35.03
Always	115	64.97	177	100.00

Frequency Missing = 503

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	73	41.01	73	41.01
No	105	58.99	178	100.00

Frequency Missing = 502

Q25. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	222	32.89	222	32.89
No	453	67.11	675	100.00

Frequency Missing = 5

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q26. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among those different providers or services?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	146	64.60	146	64.60
No	80	35.40	226	100.00

Frequency Missing = 454

Q27. Does your child have a personal doctor?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	621	91.46	621	91.46
No	58	8.54	679	100.00

Frequency Missing = 1

Q28. In the last 6 months, how many times did your child visit his or her personal doctor for care?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	111	17.87	111	17.87
1	162	26.09	273	43.96
2	128	20.61	401	64.57
3	96	15.46	497	80.03
4	37	5.96	534	85.99
5 to 9	64	10.31	598	96.30
10 or more	23	3.70	621	100.00

Frequency Missing = 59

Q29. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	7	1.38	7	1.38
Sometimes	27	5.31	34	6.69
Usually	46	9.06	80	15.75
Always	428	84.25	508	100.00

Frequency Missing = 172

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q30. In the last 6 months, how often did your child's personal doctor listen carefully to you?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	11	2.17	11	2.17
Sometimes	25	4.92	36	7.09
Usually	51	10.04	87	17.13
Always	421	82.87	508	100.00

Frequency Missing = 172

Q31. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	9	1.78	9	1.78
Sometimes	16	3.16	25	4.93
Usually	48	9.47	73	14.40
Always	434	85.60	507	100.00

Frequency Missing = 173

Q32. Is your child able to talk with doctors about his or her health care?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	360	70.87	360	70.87
No	148	29.13	508	100.00

Frequency Missing = 172

Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	8	2.22	8	2.22
Sometimes	33	9.14	41	11.36
Usually	58	16.07	99	27.42
Always	262	72.58	361	100.00

Frequency Missing = 319

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q34. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	17	3.37	17	3.37
Sometimes	28	5.54	45	8.91
Usually	89	17.62	134	26.53
Always	371	73.47	505	100.00

Frequency Missing = 175

Q35. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	434	85.27	434	85.27
No	75	14.73	509	100.00

Frequency Missing = 171

Q36. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst	7	1.13	7	1.13
1	3	0.48	10	1.62
2	2	0.32	12	1.94
3	1	0.16	13	2.10
4	5	0.81	18	2.91
5	29	4.68	47	7.59
6	18	2.91	65	10.50
7	32	5.17	97	15.67
8	93	15.02	190	30.69
9	106	17.12	296	47.82
10 Best	323	52.18	619	100.00

Frequency Missing = 61

Q37. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	251	40.68	251	40.68
No	366	59.32	617	100.00

Frequency Missing = 63

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q38. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	215	84.98	215	84.98
No	38	15.02	253	100.00

Frequency Missing = 427

Q39. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	206	81.75	206	81.75
No	46	18.25	252	100.00

Frequency Missing = 428

Q40. In the last 6 months, did you try to make any appointments for your child to see a specialist?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	223	32.79	223	32.79
No	457	67.21	680	100.00

Frequency Missing = 0

Q41. In the last 6 months, how often was it easy to get appointments for your child with specialists?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	12	5.38	12	5.38
Sometimes	27	12.11	39	17.49
Usually	55	24.66	94	42.15
Always	129	57.85	223	100.00

Frequency Missing = 457

Q42. How many specialists has your child seen in the last 6 months?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	11	4.91	11	4.91
1	152	67.86	163	72.77
2	40	17.86	203	90.63
3	11	4.91	214	95.54
4	3	1.34	217	96.88
5 or more	7	3.13	224	100.00

Frequency Missing = 456

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q43. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst	4	1.89	4	1.89
1	1	0.47	5	2.36
2	2	0.94	7	3.30
3	2	0.94	9	4.25
4	2	0.94	11	5.19
5	11	5.19	22	10.38
6	1	0.47	23	10.85
7	12	5.66	35	16.51
8	31	14.62	66	31.13
9	46	21.70	112	52.83
10 Best	100	47.17	212	100.00

Frequency Missing = 468

Q44. In this last 6 months, did you try to get any kind of care, tests, or treatment for your child through his or her health plan?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	247	36.38	247	36.38
No	432	63.62	679	100.00

Frequency Missing = 1

Q45. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through his or her health plan?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	11	4.49	11	4.49
Sometimes	16	6.53	27	11.02
Usually	60	24.49	87	35.51
Always	158	64.49	245	100.00

Frequency Missing = 435

Q46. In the last 6 months, did you try to get information or help from customer service at your child's health plan

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	115	16.96	115	16.96
No	563	83.04	678	100.00

Frequency Missing = 2

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q47. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	12	10.43	12	10.43
Sometimes	27	23.48	39	33.91
Usually	22	19.13	61	53.04
Always	54	46.96	115	100.00

Frequency Missing = 565

Q48. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	6	5.22	6	5.22
Sometimes	11	9.57	17	14.78
Usually	28	24.35	45	39.13
Always	70	60.87	115	100.00

Frequency Missing = 565

Q49. In the last 6 months, did your child's health plan give you any forms to fill out?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	112	16.59	112	16.59
No	563	83.41	675	100.00

Frequency Missing = 5

Q50. In the last 6 months, how often were the forms from your child's health plan easy to fill out?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	3	2.68	3	2.68
Sometimes	16	14.29	19	16.96
Usually	33	29.46	52	46.43
Always	60	53.57	112	100.00

Frequency Missing = 568

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q51. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst	2	0.30	2	0.30
2	4	0.59	6	0.89
3	4	0.59	10	1.48
4	8	1.19	18	2.67
5	27	4.00	45	6.67
6	20	2.96	65	9.63
7	44	6.52	109	16.15
8	104	15.41	213	31.56
9	134	19.85	347	51.41
10 Best	328	48.59	675	100.00

Frequency Missing = 5

Q52. In the last 6 months, did you get or refill any prescription medicines for your child?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	406	59.71	406	59.71
No	274	40.29	680	100.00

Frequency Missing = 0

Q53. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	6	1.48	6	1.48
Sometimes	20	4.94	26	6.42
Usually	67	16.54	93	22.96
Always	312	77.04	405	100.00

Frequency Missing = 275

Q54. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	225	56.68	225	56.68
No	172	43.32	397	100.00

Frequency Missing = 283

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Q55. In general, how would you rate your child's overall health?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	208	30.68	208	30.68
Very good	283	41.74	491	72.42
Good	158	23.30	649	95.72
Fair	26	3.83	675	99.56
Poor	3	0.44	678	100.00

Frequency Missing = 2

Q56. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	296	43.66	296	43.66
No	382	56.34	678	100.00

Frequency Missing = 2

Q57. Is this because of any medical, behavioral, or other health condition?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	256	86.78	256	86.78
No	39	13.22	295	100.00

Frequency Missing = 385

Q58. Is this a condition that has lasted or is expected to last for at least 12 months?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	225	88.24	225	88.24
No	30	11.76	255	100.00

Frequency Missing = 425

Q59. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	173	25.55	173	25.55
No	504	74.45	677	100.00

Frequency Missing = 3

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q60. Is this because of any medical, behavioral, or other health conditions?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	161	92.53	161	92.53
No	13	7.47	174	100.00

Frequency Missing = 506

Q61. Is this a condition that has lasted or is expected to last for at least 12 months?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	154	95.06	154	95.06
No	8	4.94	162	100.00

Frequency Missing = 518

Q62. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	122	18.18	122	18.18
No	549	81.82	671	100.00

Frequency Missing = 9

Q63. Is this because of any medical, behavioral, or other health condition?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	118	92.91	118	92.91
No	9	7.09	127	100.00

Frequency Missing = 553

Q67. Is this a condition that has lasted or is expected to last for at least 12 months?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	88	91.67	88	91.67
No	8	8.33	96	100.00

Frequency Missing = 584

Q65. Does your child need or get special therapy such as physical, occupational, or speech therapy?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	112	16.54	112	16.54
No	565	83.46	677	100.00

Frequency Missing = 3

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q66. Is this because of any medical, behavioral, or other health conditions?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	98	87.50	98	87.50
No	14	12.50	112	100.00

Frequency Missing = 568

Q67. Is this a condition that has lasted or is expected to last for at least 12 months?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	88	91.67	88	91.67
No	8	8.33	96	100.00

Frequency Missing = 584

Q68. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs to get treatment or counseling?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	200	29.63	200	29.63
No	475	70.37	675	100.00

Frequency Missing = 5

Q69. Has this problem lasted or is it expected to last for at least 12 months?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	180	90.45	180	90.45
No	19	9.55	199	100.00

Frequency Missing = 481

Q70. What is your child's age?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
<1	15	2.26	15	2.26
1-3	105	15.81	120	18.07
4-7	175	26.36	295	44.43
8-12	199	29.97	494	74.40
13-17	170	25.60	664	100.00

Frequency Missing = 16

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Q71. Is your child male or female?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	352	52.46	352	52.46
Female	319	47.54	671	100.00

Frequency Missing = 9

Q72. Is your child of Hispanic or Latino origin or descent?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	138	21.60	138	21.60
No	501	78.40	639	100.00

Frequency Missing = 41

Q73. What is your child's race?	
Response (multiple selections allowed)	Frequency
White	460
Black or African-American	104
Asian	10
Native Hawaiian or other Pacific Islander	7
American Indian or Alaska Native	96
Other	51

Frequency Missing = 50

Q74. What is your age?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Under 18	33	4.90	33	4.90
18-24	50	7.43	83	12.33
25-34	275	40.86	358	53.19
35-44	182	27.04	540	80.24
45-54	79	11.74	619	91.98
55-64	33	4.90	652	96.88
65-74	21	3.12	673	100.00

Frequency Missing = 7

Q75. Are you male or female?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	68	10.04	68	10.04
Female	609	89.96	677	100.00

Frequency Missing = 3

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Q76. What is the highest grade or level of school that you have completed?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
8th grade or less	39	5.80	39	5.80
Some high school, but did not graduate	94	13.99	133	19.79
High school graduate or GED	222	33.04	355	52.83
Some college or 2-year degree	254	37.80	609	90.63
4-year college graduate	41	6.10	650	96.73
More than 4-year college degree	22	3.27	672	100.00

Frequency Missing = 8

Q77. How are you related to the child?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Mother or father	583	86.37	583	86.37
Grandparent	71	10.52	654	96.89
Aunt or uncle	8	1.19	662	98.07
Older sibling	2	0.30	664	98.37
Other relative	4	0.59	668	98.96
Legal guardian	7	1.04	675	100.00

Frequency Missing = 5

Q78. Did someone help you complete this survey?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	53	8.91	53	8.91
No	542	91.09	595	100.00

Frequency Missing = 85

Q79. How did that person help you?	
Response (multiple selections allowed)	Frequency
Read the questions to me	11
Wrote down the answers I gave	7
Answered the questions for me	24
Translated the questions into my language	28
Helped in some other way	6

Q80. In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because you spoke different languages?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	584	87.03	584	87.03
Sometimes	37	5.51	621	92.55
Usually	15	2.24	636	94.78
Always	35	5.22	671	100.00

Frequency Missing = 9

Q81. What language do you mainly speak at home?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
English	603	89.47	603	89.47
Spanish	62	9.20	665	98.66
Other	9	1.34	674	100.00

Frequency Missing = 6

Q82. What language does your child mainly speak at home?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
English	626	93.02	626	93.02
Spanish	39	5.79	665	98.81
Other	8	1.19	673	100.00

Frequency Missing = 7

Written Comments/Responses

Q2. What is the name of your child's health plan? Response:	Q1. Our records show that your child is now in SoonerCare Choice. Is that right?			Total
	(blank)	Yes	No	
(blank)	4	663	0	667
Blue Cross Blue Shield	0	0	1	1
blue cross blue shield	0	0	1	1
Insure Oklahoma/Oepic	0	0	1	1
N/A	0	0	1	1
n/a	0	0	1	1
NONE	0	0	1	1
None	0	0	1	1
OHCA	0	0	1	1
SOONER CARE	1	0	1	2
SOONER CARE MED	0	0	1	1
SOONER CARE MEDICAD	1	0	0	1
WE HAVE NO HEALTH PLAN	0	0	1	1
Total	6	663	11	680

Q79. How did that person [helping you complete the survey] help you? Helped in some other way, write-in:	Total
Helped me remember how long since last dr.'s appt.	1
Language Line	3
Language Line also customer wants to see if we can provide more doctors in his areas that speak spanish	1
Reminded me of info concerning her appts	1
Told me some answers I didn't know about the child	1
Uncle answered question because grandmother didn't speak english	1
client absolutely likes her doctor she is fabulous. She has been through alot of them and wants us to know that this one is great.	1
explained what the questions meant	1
problem with sooner care reapply online it doesnt let them apply after the first page	1
Total	11

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Q81. What language do you [respondent] mainly speak at home? Other, write-in:	Total
Arabic	1
BANGALI	1
Both Spanish and English	1
Chicha	1
English and Spanish	1
GARMAN	1
HMONG	1
Korean	1
SPANGLISH	1
SWAHILI	1
VIETNAMESE	1
[cannot decipher writing]	1
Total	12

Q82. What language does your child mainly speak at home? Other, write-in:	Total
BOTH	1
BOTH ENGLISH AND SPANISH	1
Both english and spanish	1
Both English/Spanish	1
Both Spanish and English	1
both Spanish and English	1
both spanish and english are spoken in the home.	1
English and Spanish	2
GARMAN	1
HE CAN'T TALK YET	1
Korean	1
NONE	1
PP8510	1
spanish/english	1
[cannot decipher writing]	1
Total	16

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Statistical Analyses

Composite Measures

Getting Needed Care	2012		2011		2009		2011 to 2012		2009 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q41	223	82.51%	111	81.08%	148	70.95%	0.3207	0.3742	2.6277	0.0043
Q45	245	88.98%	200	79.00%	237	82.70%	2.8933	0.0019	1.9801	0.0238
Composite	245	85.75%	200	80.04%	237	76.82%	1.3359	0.0908	2.2013	0.0139

Getting Care Quickly	2012		2011		2009		2011 to 2012		2009 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q4	310	94.84%	268	89.55%	280	90.71%	2.3915	0.0084	1.9480	0.0257
Q6	498	90.56%	425	84.71%	473	84.57%	2.7130	0.0033	2.8349	0.0023
Composite	498	92.70%	425	87.13%	473	87.64%	2.2377	0.0126	2.0736	0.0191

How Well Doctors Communicate	2012		2011		2009		2011 to 2012		2009 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q29	508	93.31%	400	92.50%	427	92.04%	0.4735	0.3179	0.7450	0.2281
Q30	508	92.91%	401	92.27%	424	88.44%	0.3666	0.3569	2.3600	0.0091
Q31	507	95.07%	398	93.72%	421	89.79%	0.8824	0.1888	3.0733	0.0011
Q34	505	91.09%	391	87.72%	427	84.78%	1.6402	0.0505	2.9750	0.0015
Composite	508	93.09%	401	91.55%	427	88.76%	0.8636	0.1939	2.3067	0.0105

Customer Service	2012		2011		2009		2011 to 2012		2009 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q47	115	66.09%	96	72.92%	74	70.27%	-1.0701	0.1423	-0.5999	0.2743
Q48	115	85.22%	95	87.37%	71	80.28%	-0.4495	0.3265	0.8783	0.1899
Composite	115	75.65%	96	80.14%	74	75.28%	-0.7778	0.2184	0.0570	0.4773

Shared Decision Making	2012		2011		2009		2011 to 2012		2009 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q10	248	78.63%	192	70.31%	217	68.20%	1.9988	0.0228	2.5506	0.0054
Q11	245	71.02%	190	66.32%	215	64.65%	1.0509	0.1466	1.4618	0.0719
Composite	248	74.82%	192	68.31%	217	66.43%	1.4995	0.0669	1.9766	0.0240

Member Satisfaction Ratings

Rating of Health Care	2012		2011		2009		2011 to 2012		2009 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q12	559	85.15%	439	78.13%	487	74.54%	2.8691	0.0021	4.2962	0.0000

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Rating of Personal Doctor	2012		2011		2009		2011 to 2012		2009 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q36	619	84.32%	471	82.17%	527	80.27%	0.9493	0.1712	1.8013	0.0358

Rating of Specialist	2012		2011		2009		2011 to 2012		2009 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q43	212	83.49%	98	84.69%	124	75.00%	-0.2671	0.3947	1.8902	0.0294

Rating of Health Plan	2012		2011		2009		2011 to 2012		2009 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q51	675	83.85%	537	78.40%	628	82.32%	2.4240	0.0077	0.7366	0.2307

Children with Chronic Conditions

Composite Measures	CCC		Non-CCC		CCC to Non-CCC	
	N	Rate	N	Rate	z-value	p-value
Getting Needed Care	150	83.20%	70	90.41%	-1.4144	0.0786
Getting Care Quickly	158	91.66%	152	93.79%	-0.7209	0.2532
How Well Doctors Communicate	243	92.32%	262	93.82%	-0.6644	0.2532
Customer Service	66	70.59%	48	82.55%	-1.4685	0.0710
Shared Decision Making	134	78.36%	111	70.64%	1.3866	0.0828

Member Satisfaction Ratings	CCC		Non-CCC		CCC to Non-CCC	
	N	Rate	N	Rate	z-value	p-value
Rating of Health Care	273	82.78%	286	87.41%	-1.5388	0.0619
Rating of Personal Doctor	284	81.69%	335	86.57%	-1.6643	0.0480
Rating of Specialist	143	80.42%	69	89.86%	-1.7347	0.0414
Rating of Health Plan	306	80.39%	369	86.72%	-2.2248	0.0130

Child's Age

Age under 1	2012	2011	2009
Yes	15	8	13
No	649	514	597

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.8111	0.0242
p-value	0.3678	0.8764

Age 1-3	2012	2011	2009
Yes	105	108	138
No	559	414	472

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	4.7166	9.5512
p-value	0.0299	0.0020

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Age 4-7	2012	2011	2009
Yes	175	124	157
No	489	398	453

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	1.0483	0.0630
p-value	0.3059	0.8019

Age 8-12	2012	2011	2009
Yes	199	148	152
No	465	374	458

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.3694	4.0650
p-value	0.5433	0.0438

Age 13-17	2012	2011	2009
Yes	170	134	150
No	494	388	460

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.0007	0.1732
p-value	0.9787	0.6773

Child's Gender

Male	2012	2011	2009
Yes	352	285	320
No	319	264	319

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.0361	0.7426
p-value	0.8492	0.3888

Female	2012	2011	2009
Yes	319	264	319
No	352	285	320

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.0361	0.7426
p-value	0.8492	0.3888

Child's Overall Health Rating

Excellent/Very Good	2012	2011	2009
Yes	491	408	743
No	187	141	164

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.5580	0.5654
p-value	0.4551	0.4521

Good	2012	2011	2009
Yes	158	113	126
No	520	436	511

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	1.3052	2.4082
p-value	0.2533	0.1207

Fair/Poor	2012	2011	2009
Yes	29	28	38
No	649	521	599

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.4637	1.9357
p-value	0.4959	0.1641

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Child's Race/Ethnicity

Hispanic or Latino	2012	2011	2009
Yes	138	99	115
No	501	444	515

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	2.0725	2.2201
p-value	0.1500	0.1362

White	2012	2011	2009
Yes	460	363	242
No	170	159	339

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	1.6902	122.0271
p-value	0.1936	<0.0001

Black or African-American	2012	2011	2009
Yes	104	86	230
No	526	436	351

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.0002	80.6024
p-value	0.9881	<0.0001

Asian	2012	2011	2009
Yes	10	10	43
No	620	512	538

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.1805	24.4110
p-value	0.6710	<0.0001

Native Hawaiian or Other Pacific Islander	2012	2011	2009
Yes	7	3	12
No	623	519	569

Fisher's Exact Test	2011 to 2012
p-value	0.3286

Chi-Square Test	2009 to 2012
Chi-Square Value	1.7824
p-value	0.1819

American Indian or Alaska Native	2012	2011	2009
Yes	96	102	68
No	534	420	513

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	3.7121	3.2243
p-value	0.0540	0.0726

Other	2012	2011	2009
Yes	51	50	87
No	579	472	494

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.7852	14.1653
p-value	0.3755	0.0002

Respondent's Age

Age under 18	2012	2011	2009
Yes	33	43	280
No	640	503	363

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	4.5547	270.8733
p-value	0.0328	<0.0001

Age 18-24	2012	2011	2009
Yes	50	47	80
No	623	499	563

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.5718	9.2794
p-value	0.4496	0.0023

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Age 25-34	2012	2011	2009
Yes	275	205	127
No	398	341	516

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	1.3885	69.0737
p-value	0.2387	<0.0001

Age 35-44	2012	2011	2009
Yes	182	153	94
No	491	393	549

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.1449	30.6246
p-value	0.7034	<0.0001

Age 45-54	2012	2011	2009
Yes	79	63	36
No	594	483	607

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.0117	15.5432
p-value	0.9138	<0.0001

Age 55-64	2012	2011	2009
Yes	33	17	16
No	640	529	627

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	2.4551	5.3502
p-value	0.1171	0.0207

Age 65-74	2012	2011	2009
Yes	21	17	7
No	652	529	636

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.0000	6.5183
p-value	0.9946	0.0107

Age 75 or older	2012	2011	2009
Yes	0	1	3
No	673	545	640

Fisher's Exact Test	2011 to 2012	2009 to 2012
p-value	0.4479	0.1164

Respondent's Education Level

8 th grade or less	2012	2011	2009
Yes	39	36	66
No	633	508	569

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.3443	9.3105
p-value	0.5574	0.0023

Some high school, but did not graduate	2012	2011	2009
Yes	94	68	162
No	578	476	473

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.5765	27.5271
p-value	0.4477	<0.0001

High school graduate or GED	2012	2011	2009
Yes	222	195	215
No	450	349	420

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	1.0534	0.0993
p-value	0.3047	0.7527

CAHPS® Child SoonerCare Choice Member Satisfaction Survey 2012

Some college or 2-year degree	2012	2011	2009
Yes	254	184	142
No	418	360	493

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	2.0603	36.8334
p-value	0.1512	<0.0001

4-year college graduate	2012	2011	2009
Yes	41	40	40
No	631	504	595

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.7576	0.0220
p-value	0.3841	0.8820

More than 4-year college degree	2012	2011	2009
Yes	22	21	10
No	650	523	625

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	0.3031	3.9459
p-value	0.5819	0.0470

Respondent's Relation to Child

Mother or father	2012	2011	2009
Yes	583	481	365
No	92	61	274

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	1.5427	139.7521
p-value	0.2142	<0.0001

Grandparent	2012	2011	2009
Yes	71	42	260
No	604	500	379

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	2.7374	158.5516
p-value	0.0980	<0.0001

Aunt or uncle	2012	2011	2009
Yes	8	4	2
No	667	538	637

Fisher's Exact Test	2011 to 2012	2009 to 2012
p-value	0.5641	0.1094

Older sibling	2012	2011	2009
Yes	2	1	0
No	673	541	639

Fisher's Exact Test	2011 to 2012	2009 to 2012
p-value	1.0000	0.5000

Other relative	2012	2011	2009
Yes	4	2	1
No	671	540	638

Fisher's Exact Test	2011 to 2012	2009 to 2012
p-value	0.6979	0.3750

Legal guardian	2012	2011	2009
Yes	7	12	11
No	668	530	628

Chi-Square Test	2011 to 2012	2009 to 2012
Chi-Square Value	2.7097	1.1380
p-value	0.0997	0.2861

References

CAHPS® Survey and Reporting Kit (CSRK) 2008. *CAHPS® Health Plan Survey 4.0*. Agency for Healthcare Research and Quality (AHRQ).

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